



UUOCI
10 | STRATEGIC
11 | PLAN

UUOCI ADMINISTRATION
UNIVERSITY UNION
COLLABORATIVE SERVICES
THE WELL



SACRAMENTO
STATE

THE
UNIVERSITY
UNION



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UUOCI SHARED VISION

The University Union and The WELL will be the centerpiece and the campus home for students, faculty, staff and alumni of Sacramento State. The Union and the WELL will be the center of campus life and will actively promote school spirit and pride. As an integral part of the educational process, we will enhance student development through involvement and interaction with the campus and surrounding community by providing superior programs, services and facilities. We will be sensitive to the needs and exceed the expectations of our diverse community. We will be recognized as leaders in the field of unions, recreation wellness centers and programs on the regional and national level.

UNIVERSITY UNION OPERATION OF CSUS INC. GOALS

- Strive to provide superior service to our diverse campus community through continual assessment and improvement of our services and technological resources.
- Train, develop and encourage a highly committed and conscientious UUOCI staff to provide exceptional, professional, customer oriented service, which is sensitive and responsive to the needs of our multicultural community.
- Enhance students’ interpersonal, leadership and critical thinking skills; develop nurturing and supportive networks; and help prepare them for active citizenship beyond the collegiate experience.
- Maximize the use of UUOCI, services and facilities through superior customer service and creative marketing in order to advance the mission of UUOCI, Student Affairs and the University.
- Exercise financial controls and sound management using acceptable business practices, maximizing generated revenue production, while prudently monitoring all expenditures of the University Union.
- Adhere to University, Trustee, and State policy.

SACRAMENTO STATE STRATEGIC PLAN

- Implement a strategically focused, campus-wide effort to improve recruitment, retention, and graduation rates.
- Create and sustain an organizational structure and culture that facilitates evidence-based decision-making and purposeful planning in all important endeavors.
- Enhance campus-wide engagement in and responsibility for the resolution of complex issues and in the planning and implementation of campus policies.
- Build a creative and vibrant learning community derived from the strength and vitality of our diverse campus.
- Identify and develop interdisciplinary and cross-divisional initiatives with the greatest potential to strengthen our role as an engaged partner in the region.

BELIEFS & VALUES

Integrity

We believe that honesty and principled action is the foundation of our professional and personal lives.

Respect

We are committed to actions of inclusiveness, appreciating and celebrating our diversity and differences, which leads to a unified Sac State community.

Teamwork

We believe in collaboration, with each person cooperating and contributing to the highest level of his/her capabilities.

Safety

We are committed to providing a safe, clean and welcoming environment at our facilities, where people can try new things, engage in new activities, exchange ideas without feeling threatened or uncomfortable.

Excellence

We are committed to the pursuit of excellence at everything we do while enhancing the learning process through experience.

Innovation

We encourage and promote creativity, risk taking and innovative problem solving. We are open to change and view challenges as opportunities for growth.

UUOCI LONG RANGE PLAN & STRATEGIES

2004-2010

Facilities/Operations:

- Advance the commitment to campus life by expanding availability to, and the number of open-use spaces.
- Develop and operate facilities to meet the campus demand for health, fitness and recreational services.
- Create programs, operations, and facilities that are environmentally friendly.
- Optimize the cleanliness and appearance of our facilities.

Services (non-food):

- Collaborate with the Student Health Center to provide essential services in order to meet student needs.
- Develop ongoing assessment programs to determine trends, needs, and customer satisfaction at the UUOCI.
- Expand the services available at the Information Desk and Coordinate with similar campus initiatives.
- Expand the in-house production capabilities of the UUOCI Graphics Department in order to maximize campus target marketing initiatives.
- Redesign the Games Room to expand services.

Food Services:

- Redesign and renovate dining components for the purpose of updating décor and maximizing seating capacities.
- Evaluate customer satisfaction and needs for food service, and implement improvements as indicated.
- Review options relating to the contractual relationships regarding food service operations located in the UUOCI.

Technology:

- Continue being a leader in the provision of state-of-the-art technological services.
- Maximize the use of technology while providing personal attention to the campus community.

Events/Programs (self operated):

- Expand the quality and/or quantity of programs offered to the campus community.
- Continue to promote diversity in programming commensurate with the needs of the campus and surrounding community.
- Update the UUOCI facilities to maximize accessibility and customer comfort.

Customer Service

- Deliver dynamic and interactive customer service to the campus community.
- Build on our reputation for exceeding the customer’s expectations for superior customer service.

Event Services

- Educate the campus community regarding the policies and procedures of UUOCI.
- Focus the Arrangements Office toward increasing personal service to customers.
- Streamline the process and reduce the time lag on various steps of the reservation process through technology and personal contact.
- Increase campus awareness of the facilities and services available through UUOCI.
- Collaborate with campus service providers to enhance and streamline the processes for reservations held outside of UUOCI.

Personnel Services:

- Review organizational structure for maximizing staff utilization in the presentation of services to the campus community.
- Continually upgrade staff professional development in order to provide superior service to UUOCI customers.

Budget and Finance:

- Review options for addressing the business functions of UUOCI.

UUOCI

IN THIS SECTION

Administration

Corporate Business Administration

MISSION **STATEMENT**

The University Union and The WELL Corporation, (here-
inafter known as UUOCI) will be operated in a fiscally
responsible manner, utilizing resources to achieve the goals of
the Union and The WELL to maximize the organization’s
ability to regularly exceed customer expectations.



UUOCI ADMINISTRATION

FOUNDATIONS

1. Ensure appropriate use and protection of student fee dollars.
2. Maximize the utilization of UUOCI resources.
3. Utilizing community input, develop a strategic plan and budget plan, advancing the mission of the UUOCI and Sacramento State.
4. Planning for the future of the UUOCI Corporation including the Union and The WELL, associated programs and services and all future expansions of, or changes in, the facilities or operations.
5. Maintain appropriate reserve levels to protect the UUOCI.

UNIT GOALS

1. Optimize and maximize the appropriate use of resources of the Corporation.
2. Assess the progress of the Corporation on a quarterly basis in order to identify effectiveness of the budget process and the Corporation's performance associated with the budget.
3. Review all reserve accounts for compliance to policies.
4. Create an effective plan to address UUOCI Growth.

1.0

Optimize and maximize the appropriate use of UUOCI resources, demonstrating good stewardship of student fees.

- 1.1
- Develop a strategic plan and budget process that is representative of the needs of the campus community for 2011-12.
- A.

Set budget timeline for 2011-12 planning process. (Davis—Fall 2010)
- B.

Develop budget with input from all committees. (Davis—Spring 2011)
- C.

Budget approved by committees and submitted to B&F Committee. (Davis—Spring 2011)
- D.

Budget approved by Board of Directors. (Davis—Spring 2011)
- 1.2
- Budget is tied to the Strategic Plan and representative of the corporate priorities and the Sac State budget priorities.
- A.

Assess current year Strategic Plan. (Davis—Fall 10/Spring 2011)
- B.

Develop coming year strategic plan, Advisory Groups and Committees submit their respective plans. (Davis—Spring 2011)
- C.

Final Strategic Plan and Budget approved by the Board of Directors. (Davis—Spring 2011)
- 1.3
- Review and update any financial policies that have not been updated within the last three years.
- A.

Credit Card. (Davis, B&F Committee—Fall 2010)
- B.

Property Management Policy. (Davis, B&F Committee—Fall 2010)
- C.

Repair and Replacement Reserve Policy. (Davis, B&F Committee—Fall 2010)
- D.

Risk Management. (Davis, B&F Committee—Fall 2010)
- 1.4
- Create a timeline for review of all policies on a regular basis.
- A.

Create timeline for current policies. (Davis, B&F Committee—Fall 2010)
- B.

Create timeline for NEW policies needed for the UUOCI. (Davis, B&F Committee—Fall 2010)
- 1.5
- Continue to study the Human Resources program of the UUOCI, taking into consideration the consultant's recommendations, to determine costs and benefits of the change.
- A.

Create a Board Sub-Committee. (Davis—Spring 2010)
- B.

Report findings and give recommendation to Board of Directors. (Davis, B&F Committee—Summer 2010)

2.0

Assess the progress of the Corporation on a quarterly basis in order to identify effectiveness of the budget process and the Union's performance associated with the budget.

- 1.6
- Continue to study methods of conducting business in the UU/UUOCI to determine costs and benefits of change.
- A.

Begin dialogue to study current process with ASI. (Davis, Farrell, DFA—Summer/Fall 2010)
- B.

Determine best practices and efficiencies in services for both organizations. (Davis, Farrell, DFA—Fall 10)
- C.

Report findings and recommendations to the Board of Directors and to VP for Administration. (Davis, DFA—Fall 10)
- 1.7
- Study the need for further expansion of UUOCI, including remaining components of The WELL to meet the needs of a growing campus.
- A.

Remaining issues from last referendum, bowling alley, movie theatre, additional ballroom, UU food service, intramural fields, and parking. (Davis—Fall 2010)
- B.

Create a study group. (Davis—Fall 2010)
- C.

Hire a planning architect to create an image piece that can be utilized for the referendum and the Trustees. (Davis—Fall 2010)
- D.

Identify student champions (UU, WELL, ASI, Rec Sports) who will lead the campaign—students selling to students. (Davis—Fall 2010)
- 2.1
- Monitor all plant fund and capital expenditures for appropriateness, alignment with the UUOCI Mission, and impact on campus community.
- A.

Develop timelines and implementation plans for each project. (Davis—ongoing)
- B.

Report completion to B&F Committee. (Davis—ongoing)
- C.

Implement adjustments as required. (Davis—ongoing)
- 2.2
- Develop a long range financial plan to address additional charges coming from the University as mandated by EO 1000 and future expansion.
- A.

Develop a plan to best utilize the available resources. (Davis—Fall 10)
- B.

Plan for a referendum to increase fees to support operations. (Davis—Fall 10)
- C.

Conduct referendum Spring 2012, for next expansion of the UUOCI, including remaining components of The WELL (bowling alley, movie theater, additional ballroom, UU Food Service, intramural fields, and parking).

3.0 Review all reserve accounts for compliance to policies, maximization of return, and opportunity for growth, to enhance revenue generation as much as possible in this economy.

3.1 Local Reserves.

- A. Ensure reserves are at the appropriate levels, through the audit and budget processes. (Davis—Fall 2010/Spring 2011)
- B. Report as appropriate to the Board, as a part of the audit committee reports. (Davis—Fall 2010)

3.2 Track all UUOCI funds in one accounting process, operationally through local fund management, and also through the Revenue Fund (Above the line.)

- A. Create new chart of accounts for 2010-11. (Farrell—Spring 2010)
- B. Assess efficiencies of fiscal processes and make adjustments at end of first full year of operation. (Davis—Summer 2010)
- C. Improve and implement a process to request appropriate transfers to be completed. (Davis, Heart—Summer 2010)

4.0 Create a new long range plan for the UUOCI that aligns with the new Campus Strategic Plan, and that sets the UUOCI direction and guides decision making for the next decade.

4.1 Review Vision 2020 Plan for effectiveness and alignment with campus priorities.

- A. Assess the plan for accuracy. (Davis—Fall 2010)
- B. Create a timeline for expanding the current plan. (Davis—Fall 2010 & Spring 2011)

4.2 Implement steps for plan revision with end result being a new plan outlining the future direction of the UUOCI.

- A. Work with staff and begin planning for the future. (Davis—Fall 2010 & Spring 2011)
- B. Work with the Board of Directors and the Advisory Groups to review and create a new plan. (Davis—Fall 2010)
- C. Test the plan with other colleagues and the campus president. (Davis—Spring 2011)

begin
planning
for the future



CORPORATE BUSINESS ADMINISTRATION

UNIT MISSION

The University Union and The WELL Corporation, (hereinafter known as the UUOCI) will be operated in a fiscally responsible manner, utilizing resources to achieve the goals of the Union and The WELL to ensure, maintain and preserve the integrity and accuracy of its financial records.

FOUNDATIONS

1. Ensure that generally accepted accounting principles are followed at all times.
2. Safeguard appropriate use and protection of student fee dollars.
3. Confirm financial integrity in order to have an accurate financial position in order to direct sound and WELL founded business decisions.
4. Develop, implement and manage compliance guidelines at The WELL consistent with the policy and procedures of the campus and that of the Union.
5. Continue MIP training in order to fully utilize its function for the overall financial management of UUOCI and daily accounting processing for The WELL.
6. Work with Business Office student assistants in developing professional work habits, attention to detail in their work and customer service.

UNIT GOALS

1. To establish and set up a business function for the Union to manage all financial activity for efficiency, accuracy and timeliness.
2. Cultivate relationships with ASI, UEI and campus administration in order to gain knowledge and insight to strengthen the accuracy of the operations financial position period by period.
3. Develop a functioning business office for The WELL operation that will compile, process, reconcile and manage the financial activities of the operation by following generally accepted accounting principles.
4. Evaluate potential transition of financial processing of asset recognition and depreciation from annual to current recognition.

1.0

Establish and set up a business function for the Union to manage all current financial activity being processed by ASI and to assist UUOCI Executive Director with forecasting, financial analysis and duties as assigned .

- 1.1
- Become knowledgeable of chart of accounts, financial set up and organization, policies and procedures, monthly and annual financial analysis and daily work flow being processed currently with ASI.**
- A.

Verify MIP chart of accounts to UUOCI chart of accounts. Direct corrections, additions or deletions. (Farrell, ASI—Spring/Summer 2010)
- B.

Acquire knowledge of how transactions are processed between both entities. Evaluate each process for efficiency, accuracy and application to generally accepted accounting principles. Strengthen or create policies and procedures as warranted. (Farrell, ASI, DFA—Spring/Summer/Fall 2010)
- C.

Work with ASI DFA and ASI Senior Accountant to fully understand the monthly and annual financial closing procedures. Work together to ensure the integrity, accuracy and application of generally accepted accounting principles to the financial records of UUOCI. (Farrell, ASI—ongoing)
- 1.2
- Establish procedures to ensure integrity and accuracy of financial records of UUOCI.**
- A.

Conduct informative meetings with UUOCI Executive Director, UUOCI Directors and DFA ASI to have complete understanding of current GL set up, established budgets and policies and procedures governing the relationship between UUOCI and ASI. (Farrell, Davis, Olmsted, Sorensen, Gavric, ASI DFA—Spring/Summer/Fall 2010)
- B.

Work in collaboration with UUOCI Executive Director and Directors in evaluating financial reporting accuracy. Establish a weekly informal evaluation of expense inspection initiated by Business Manager providing expense reports to Executive Director and Directors. Create a formal monthly evaluation with Executive Director ,Directors and Business Manager for final approval before monthly financial statement completion. (Farrell, Davis, Olmsted, Sorensen, Gavric—ongoing)
- C.

Design a form and procedure in which the Executive Director and Directors will notify Business Manager of corrections needed. Instruct on the process. (Farrell—Spring 2010)

- 1.3
- Assist Executive Director with all financial and budgetary planning and any duties assigned to support in the governance of UUOCI towards the attainment of its mission.**
- A.

Gain a clear understanding of the content of the current approved budget for UUOCI and verify its accuracy in MIP. (Farrell, Davis—Spring/Summer 2010)
- B.

Learn the budgetary process for UUOCI and assist in the compilation and computation of data to formulate the budget. (Farrell, Davis, Olmsted, Sorensen, Gavric—Spring 2010/Spring 2011)
- C.

Enter budget into MIP, make revisions as necessary and ensure accuracy. (Farrell—Summer 2010)
- D.

Acquire knowledge from Executive Director of long range budget plans and assist with preparation and planning of budget ensuring compliance to required debt coverage ratios. (Davis, Farrell—Spring/Summer 2010)
- E.

Commit myself to the education of the complexities of the relationships between auxiliaries and campus administration thus availing myself to the Executive Director with educated input when issues arise. (Davis, Farrell—ongoing)

2.0

Cultivate relationships with ASI, UEI and campus in order to gain knowledge and insight into their accounting procedures and timelines in order to affect the accuracy of UUOCI’s evaluation of financial position on a month to month basis.

- 2.1
- Develop insightful and respectful relationships with departments outside our operation that influence and affect the precision of our financial reporting.**
- A.

Collaborate with ASI in the use of Deferred Revenue and Prepaid Expense accounts to process GL entries into appropriate month to more accurately reflect the financial position of UUOCI. (Farrell, ASI—Summer/Fall 2010, Spring 2011)
- B.

Collaborate with UEI Human Resources in order to achieve timely and detailed payroll data information exchange. Utilize information to create GL accrual entries to reflect accurate payroll expenses on a month to month financial basis. (Farrell, UEI—Summer, Fall 2010/Spring 2011)
- C.

Collaborate with Campus Administration to forecast for CMS charges for UUOCI. Utilize information to create GL accrual entries to reflect accurate expenses on a month to month financial basis. (Farrell, UEI—Summer, Fall 10/Spring 11)

3.0

Develop a functioning business office for The WELL operation that will compile, process, reconcile and manage the financial activities of the operation by following generally accepted accounting principles.

- 3.1 Implement the administrative set up for The WELLs Information System, CSI Spectrum NG.
- A. Utilize all hands on training, web training and informational manuals to become knowledgeable on requirements for administrative set up on CSI. (Farrell—Spring/Summer 2010)

B. Conduct meetings with WELL personnel to inform of system capabilities and guide information gathering for administrative setup. (Farrell, Gavric, Morton, Costello—Spring./Summer 2010)

C. Implement administrative setup into CSI Spectrum NG. (Farrell, Singletary—Spring/Summer 2010)

D. Conduct tests of information transfer between CSI and MIP and also CSI and banking institution. (Farrell, Singletary—Spring/Summer 2010)
- 3.2 Establish policies and procedures to govern the methods of processing financial information and cash handling.
- A. Collaborate with ASI to establish current Union processing procedures to maintain consistency between The WELL and Union financial processing. (Farrell, ASI—Summer 2010)

B. Compose procedural guidelines on each financial processing segment with concise steps to ensure the integrity of the financial information. (Farrell, ASI DFA—Spring/Summer 2010)

C. Develop strict cash handling policy and procedure to safeguard against breaches. (Farrell, ASI, DFA—Spring, Summer 10)
- 3.3 Hire and train a competent accounting staff that is committed to the integrity of the financial process and superior customer service expectations to be afforded to our membership base and staff.
- A. Determine staffing needs in order to provide superior customer service and comply with appropriate segregation of duties to ensure integrity of financial processes. (Farrell, Gavric, ASI—Spring/Summer 2010)

B. Complete comprehensive job descriptions for each staffing position. (Farrell, Gavric, ASI, UEI—Spring/Summer 2010)

C. Participate in The WELL hiring workshops and panel interviews for a thorough search of highly qualified candidates. (Farrell, Gavric, Morton, Costello—Spring/Summer 2010)

- D. Conduct comprehensive, documented training on policies and procedures that will govern the financial information processing for both CSI and MIP. (Farrell—Summer 2010)

E. Conduct comprehensive, documented training on policy and procedure that will govern cash handling for The WELL. (Farrell—Summer 2010)
- 3.4 Provide positive work environment to aid in the development of a WELL rounded, strong and competent staff.
- A. Create a work environment that enables the staff to value working as a cohesive unit without impeding their ability to grow individually. (Farrell—ongoing)

B. Instill in the staff, through instruction and example, the value of a strong work ethic and adherence to policies and procedures. (Farrell—ongoing)

C. Provide staff with the knowledge of the overall financial process and how each segment affects the whole, thus instilling their commitment to the performance of their individual responsibility in the process. (Farrell—ongoing)

D. Maximize the limited time exposure of student staff assistants to infuse as much knowledge and guidance as to aid in their personal educational growth. (Farrell—ongoing)

4.0

Review and evaluate the transition from the financial recording of assets and computation of depreciation from annual to current recognition.

- 4.1 Examine current asset and depreciation process to identify strengths and weaknesses.
- A. Gain a comprehensive understanding of the current process with particular emphasis on understanding the transaction between campus administration and UUOCI involving Fund 2 purchases. (Davis, Farrell, ASI DFA, campus administration—Spring/Summer 2010)

B. Consult with ASI to comprehend the capabilities of MIP and understanding any limitations or concerns in the event of a change. (Farrell, ASI—Spring/Summer 2010)
- 4.2 Evaluate current asset and depreciation process of annual recognition as compared to current recognition.
- A. Consult with Executive Director and ASI DFA with a thorough analysis of all findings. (Davis, Farrell, ASI DFA—Summer 2010)

B. In the event of a favorable determination, report findings and give recommendations to Board of Directors and President Gonzalez. (Davis, Farrell—Summer 2010)

THE **UNION**

IN THIS SECTION

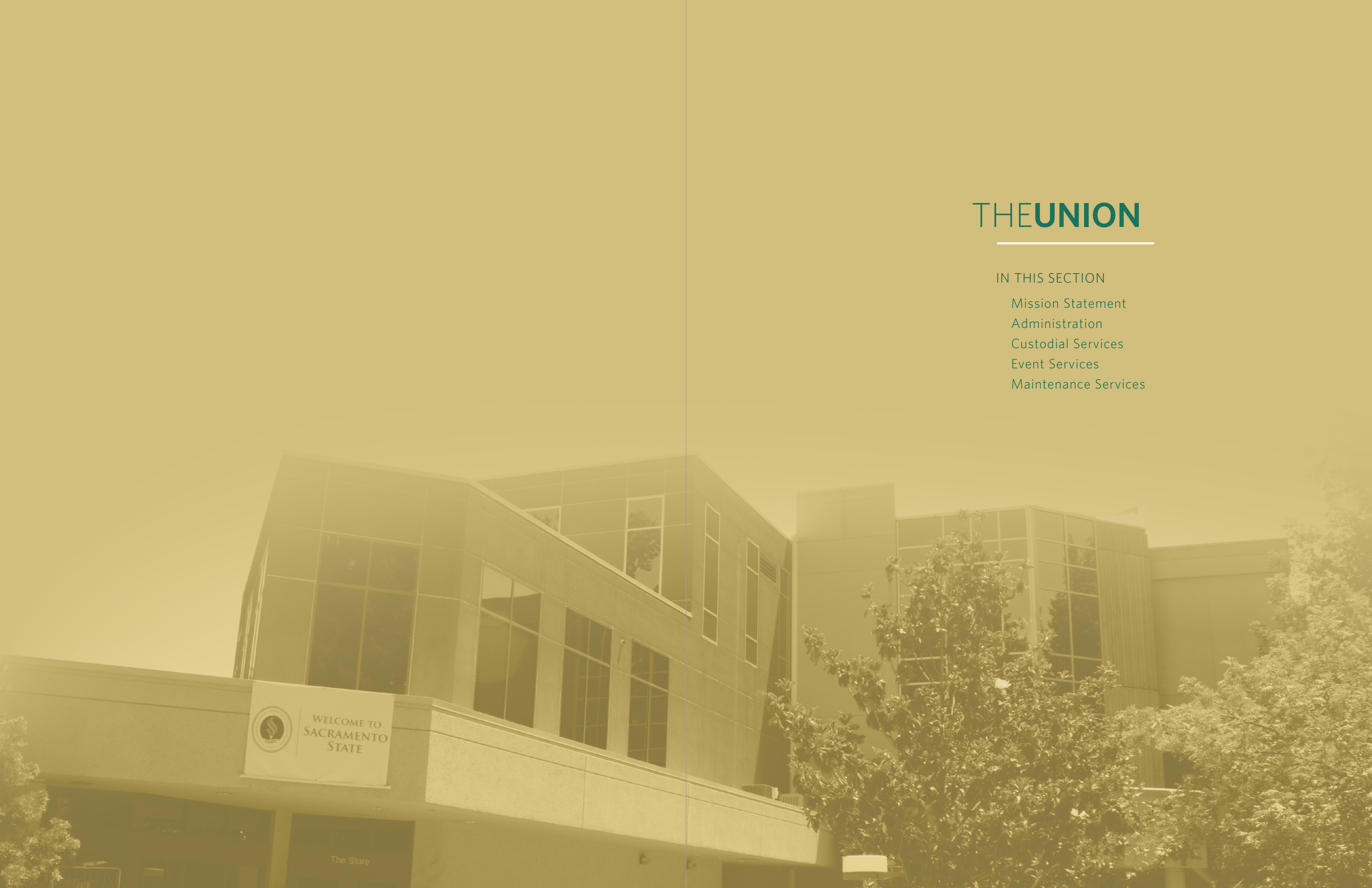
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MISSION STATEMENT

The University Union exists for the benefit of students, offering welcoming environments where students, faculty, staff, alumni and the greater community participate in campus life. Their programs, services and facilities foster personal growth, encourage social interaction and develop leadership skills. This involvement leads to memorable experiences and builds a community that cultivates enduring commitment, pride and loyalty to the University.



UNION ADMINISTRATION

UNIT MISSION

The University Union is a welcoming environment where people, programs, services and facilities unite to provide involvement opportunities that lead to exceptional customer service and a dynamic campus life.

FOUNDATIONS

1. Provide exceptional customer service, exceeding expectations daily.
2. Advise the receive feedback from the University Union Advisory Group in all policy and governing matters of the University Union.
3. Work with the staff of Collaborative Services and The WELL to present the best Union possible.
4. Meet and interact with Sacramento State departments to maintain communication and ensure proper Union operations and event planning.
5. Fully staff the University Union by hiring the highest quality staff possible.
6. Conduct comprehensive student assistant training which features the following core areas: Customer service, building operations, safety and risk management, crisis management, diversity, programming and communication.
7. Ensure that vendors provide safe, quality and reasonably priced services.
8. Operate the University Union (UU) in a fiscally responsible manner according to the UU, University, CSU System, state and federal guidelines/regulations.
9. Assess practices and services with a focus on customer satisfaction and effectiveness.
10. Provide computer hardware and software to support all departmental staff.
11. Develop, implement and enforce financial policies and procedures and audit areas to measure compliance.
12. Work with the Student Management Team in the enhancement of the operations, programs and services of the University Union.
13. Operate the UU facilities and equipment to ensure safety, cleanliness and functionality.
14. Provide quality meeting and event space for use by the University Community.
15. Embrace and incorporate a commitment to diverse programming.
16. Inform and educate the entire campus community about UU programs and services
17. Seek and encourage collaboration with faculty, staff, students and alumni to enhance program development.

UNIT GOALS

- 1. Provide superior service to the Sacramento State community through continual evaluation, maintenance, and improvement of our services and facilities.
- 2. Train, develop and encourage a highly committed and conscientious University Union staff to provide exceptional, professional, customer-oriented service, which is sensitive and responsive to the needs of the Sacramento State campus and surrounding community.
- 3. Develop and actively employ systems which cultivate productivity and good time management, and allow all staff to be working smarter and to the full extent of their capabilities.
- 4. Maximize use of University Union services and facilities through superior customer service and creative marketing which serve to advance the mission of the Union, Student Affairs and the University.

1.0

Provide superior service to the Sacramento State community through continual evaluation, maintenance, and improvement of our services and facilities.

1.1 Implement new key management system for all facility hard keys.

- A. Take chosen concept from Spring semester MIS presentation and transfer into Union's secure server environment. (Olmsted, Gengler—Summer 2010)
- B. Incorporate all current key data into new system. (Gengler, Staff—Summer 2010)
- C. Audit all key users, and key quantities to confirm inventory of all existing keys. (Olmsted—Fall 2010)
- D. Convert existing card files into digital files. (Olmsted, Staff—Fall 2010)
- E. Update key policy and procedures to incorporate steps involved in new issuing process. (Olmsted—Fall 2010)
- F. Train appropriate staff on steps involved in new issuing process. (Olmsted—Fall 2010)

1.2 Study all available options (and costs) for remodeling Union's food service area and create a plan and timeline for moving forward.

- A. Consult with Facilities Management, as well as local and regional colleagues regarding recommendations for appropriate firms. (Olmsted—Fall 2010, Spring 2011)
- B. Develop RFP for consulting services (if necessary.) (Olmsted—Fall 2010, Spring 2011)
- C. Work with select firm to establish most appropriate options for Union dining and food service based on price, usability, and revenue potential. (Olmsted—Fall 2010, Spring 2011)

1.3 Install additional security cameras to provide needed surveillance coverage in high-traffic building areas (basement, time clock, Information Desk, second floor lounge).

- A. Map all "blind spots" in Union and assess needs based on previous activities requiring camera review and other security concerns. (Olmsted, Singletary—Spring 2011)
- B. Solicit quotes for additional hardware, wiring, and jack activation. (Singletary—Spring 2011)
- C. Purchase, install, and test. (IT staff—Spring 2011)
- D. Configure software to incorporate new views into system. (IT Staff—Spring 2011)

1.4 Re-position watchclock stations (sensors used during supervisor rounds) to optimize security efforts and better reflect current priorities once offices have been moved late summer 2010.

- E. Assess current layout and pinpoint all changes. (Olmsted, Forseth—Fall 2010)
- F. Move existing sensors, and add new if necessary. (Ybarra, staff—Fall 2010)
- G. Test system. (Forseth—Spring 2011)
- H. Edit map and written instructions to reflect changes and insert in Building Supervisor manual. (Olmsted, staff—Spring 2011)

1.5 Enhance Building Supervisor assessment program through web-based, student-generated software package.

- A. Work with MIS student (College of Business) in the Fall as part of a project to create a Web-based training and assessment program for Building Supervisors. (Gengler, Olmsted—Spring 2011)
- B. Review proposals and give feedback to teams. (Gengler, Olmsted—Spring 2011)
- C. Select most appropriate system and transfer to Union server environment. (Gengler, Olmsted—Spring 2011)
- D. Ready system for use with accurate data and testing materials. Test all components. (Gengler—Spring 2011)
- E. Implement process with Building Supervisors. (Olmsted—Spring 2011)

1.6 Facilitate various office moves and renovations in the Union as staff moves to The WELL.

- A. Oversee master schedule and implement based on logical priority and office readiness. (Olmsted, Ybarra—Fall 2010)
Arrange for maintenance and custodial work as needed, insuring a professional. (Olmsted, Ybarra—Fall 2010)
occupancy environment for each tenant and staff member. (Olmsted, Ybarra—Fall 2010)
- B. Make adjustments on all keys and access privileges for those involved in move. (Olmsted, Ybarra—Fall 2010)
- C. Install final signage and building directional's. (Olmsted, Ybarra—Fall 2010)

2.0 Train, develop and encourage a highly committed and conscientious University Union staff to provide exceptional, professional, customer-oriented service, which is sensitive and responsive to the needs of the Sacramento State campus and surrounding community.

2.1 Strategy: Provide professional development opportunities, when available, for full time and student staff to further professional knowledge, foster personal growth, and keep Union departments current with available procedures and resources.

- A. Identify specific development needs of staff. (Olmsted—Summer/Fall 2010)
- B. Research available options within budgeted parameters. (Olmsted—Summer/Fall 2010)
- C. Identify desired outcomes from staff participation. (Olmsted—Summer/Fall 2010)
- D. Make necessary arrangements. (Olmsted—Summer/Fall 2010, Spring 2011)

2.2 Reorganize Student Management Team (SMT) structure to create a more clearly defined group, which can better manage goals and task division.

- A. Identify individual student leads from all areas of the University Union. (Olmsted—Summer 2010)
- B. Write a new organization overview for the group and present at first meeting of the Fall semester. (Olmsted—Summer/Fall 2010)
- C. Work with the SMT as a facilitator/advisor to enact new structure and provide professional staff presence at all meetings. (Olmsted—Fall 2010, Spring 2011)

3.0 Develop and actively employ systems which cultivate productivity and good time management, and allow all staff to be working smarter and to the full extent of their capabilities.

3.1 Create a new, easier to update and distribute, Building Supervisor manual.

- A. Organize all current information and align it in the appropriate divisions. (Olmsted—Fall 2010)
- B. Work with Design to create list of expectations and functionality of the new design. (Olmsted, Dreyer—Fall 2010)
- C. Look at design variations and choose appropriate solution. (Olmsted, Dreyer—Fall 2010)
- D. Prepare final for both print and PDF distribution. (Olmsted, Dreyer—Fall 2010)

3.2 Produce a student employment manual which encompasses all areas of student employment within the University Union.

- A. Research other similar products at like organizations. (Olmsted—Summer 2010)
- B. Gather applicable H.R. information—policies, procedures, forms, etc.—to provide easy, one-stop reference for the employee. (Olmsted, staff—Summer/Fall 2010)
- C. Work with Design staff on layout and presentation of information. (Olmsted, staff—Fall 2010)
- D. Produce final draft for senior management review, apply changes as needed. (Olmsted—Fall 2010)
- E. Produce copies for distribution as needed. (Olmsted—Spring 2011)

3.3 Develop a cohesive staff development program to be implemented prior to the Fall and Spring semesters and involving all full time and student staff members of the University Union.

- A. Solicit ideas and feedback from Student Management Team. (Olmsted—Spring/Summer 2010)
- B. Work with Graduate Assistant to develop an appropriate theme, program elements, and materials. (Olmsted—Spring/Summer 2010)
- C. Schedule and conduct program. (Olmsted, staff—Summer/Fall 2010, Spring 2011)
- D. Assess effectiveness through participant feedback. (Olmsted, staff—Fall 2010, Spring 2011)

3.4 Create a new series of digital templates for producing signs for building and vendor hours, making it easier (and more timely) for updating to be done by Union front office staff.

- A. Create new templates for all hours signs based on available software and printing size capabilities. (Lyons—Fall 2010)
- B. Calendar a update schedule for the entire year. (Lyons—Fall 2010)
- C. Follow the schedule, make changes as necessary. (Lyons—Fall 2010)

4.0

Maximize use of University Union services and facilities through superior customer service and creative marketing which serve to advance the mission of the Union, Student Affairs and the University.

- 4.1

Create a series of public information messages (for display screens) to boost customer awareness of certain facility policies and providing common-sense reminders about theft and safety.

 - A. Create list of desired topics and provide Design Office with appropriate copy/imagery ideas for each message. (Olmsted, Enos—Spring 2011)
 - B. Review concepts and select final imagery/screen animations. (Olmsted, Enos—Spring 2011)
 - C. Outline a semester schedule for inclusion of each message at broad intervals (as to not over saturate customers with any one thought.) (Olmsted, Enos—Spring 2011)
- 4.2

- D. Determine print or decal usage of select messages as deemed appropriate. (Olmsted, Enos—Spring 2011)

Strategy: Create a “quick response” blog on the Union homepage for specific, broad-interest customer comments to be updated once or twice a week.

- A. Acquire appropriate software or scripting through Union IT staff. (Gengler—Summer 2010)
- B. Design user interface and archive area. (Gengler, Olmsted, staff—Summer 2010)
- C. Go live when all testing parameters have been met and create link for customer submission. (Gengler, staff—Summer 2010)
- D. Provide regular updates to content and evaluate based on feedback. (Olmsted—Fall 2010)



CUSTODIAL SERVICES

UNIT MISSION

Provide superior, safe and clean facilities while improving the services provided to all building users.

FOUNDATIONS

1. Recruit, hire, train, and inspect the work of student assistants in Custodial Services and inspect work on a frequent, regular basis.
2. Maintain appropriate work assignments for full time staff and inspect work on a frequent, regular basis.
3. Maintain the cleanest, safest floors possible in the Union.
4. Provide the cleanest, fully stocked and most inviting restrooms possible.
5. Collect and properly route all trash recyclables.
6. Clean all glass on a project basis and on a daily basis.
7. Maintain proper inventory levels of consumables.
8. Seek lowest pricing on all items while maintaining quality.
9. Provide support to Event Services when needed.

UNIT GOALS

1. Enhance appearance and increase utilization of the Union through thorough cleaning techniques, updated furnishings, and a well-maintained facility.
2. Improve performance of staff, increased responsiveness, and provide superior customer service.

1.0

Enhance appearance and increase utilization of the Union through thorough cleaning techniques, updated furnishings, and a well-maintained facility

1.1 Install new curtains, window film, or other treatment on exterior windows in Union 2nd floor TV lounge.

- A. Identify all appropriate window treatment options. (Forseth, Olmsted—Spring 2011)
- B. Develop specifications and vendor list. (Forseth, Olmsted—Spring 2011)
- C. Select vendor, order, and install. (Forseth, Olmsted—Spring 2011)

1.2 New open-top trash receptacles in restrooms to eliminate paper on the floor.

- A. Identify all appropriate models based on size, material, appearance, and ease of maintenance. (Forseth—Spring 2011)
- B. Develop specific list based on space available in each restroom. (Forseth—Spring 2011)
- C. Develop specifications (RFP if necessary) and vendor list. (Forseth—Spring 2011)
- D. Select vendor, order, and install. (Forseth—Spring 2011)

1.3 Research potential recycling programs that could be offered in the Union (beyond paper, bottles and cans), i.e. batteries, light bulbs, cell phones, etc.

- A. Research potential products. (Forseth, Olmsted—Spring 2011)
- B. Evaluate pros and cons of each possible product. (Forseth, Olmsted—Spring 2011)
- C. Select a product and begin implementation. (Forseth, Olmsted—Spring 2011)
- D. Promote program to customers of the Union and the campus. (Dreyer, Olmsted—Spring 2011)

1.4 Replace 3rd floor carpet outside south elevator and in south corridor.

- A. Research carpet options; seek input for color, pattern, manufacturer. (Forseth—Spring/Summer 2010)
- B. Develop specifications and RFP for vendors. (Forseth—Spring/Summer 2010)
- C. Determine any applicable alternatives to replacing all carpet in this area. (Forseth, Olmsted—Summer 2010)
- D. Select vendor. (Forseth—Summer 2010)
- E. Order and schedule installation. (Forseth—Summer 2010)

1.5 Update Union way finding signage to reflect occupant changes (taking care to minimize cost by maximizing in house capabilities where possible).

- A. Complete a comprehensive assessment of all signage needs based on final reorganization of space, tenants, vendors, etc. (Forseth—Summer 2010)
- B. Determine in-house capabilities, as well as list of vendors-specific items. (Forseth, Sorensen—Summer 2010)
- C. Develop specifications and vendor list. Obtain bids. (Forseth—Summer 2010)
- D. Select vendor, order, and install. (Forseth—Summer 2010)
- E. Develop templates for changes in the future. (Forseth, Design staff—Summer/Fall 2010)

1.6 Investigate the use of carpet squares in small, high-traffic areas of the building (i.e. elevators, restroom alcoves, etc.)

- A. Look at samples, prices, patterns, etc. (Forseth, Olmsted—Summer/Fall 2010)
- B. Determine applicable areas and square footage. (Forseth—Summer/Fall 2010)
- C. Develop specifications, request quotes from appropriate vendors/installers. (Forseth—Summer/Fall 2010)
- D. Select vendor, order, and schedule installation. (Forseth—Fall 2010/Spring 2011)

1.7 Resurface wooden flooring in Lobby Suite to improve overall appearance and prolong lifespan.

- A. Develop scope of work and solicit bids from qualified contractors. (Forseth—Summer 2010)
- B. Select contractor and schedule work. (Forseth—Summer/Fall 2010)

2.0

Improve performance of staff, increased responsiveness, and provide superior customer service.

2.1 Create an action plan for water intrusion incidents in the University Union.

- A. Do regular inventories of supplies and equipment to ensure that these resources are readily available in the event of a flood. (Forseth, Olmsted—Spring/Summer 2010)
- B. Create an itemized list of these resources and their location in the building. (Forseth—Summer 2010)
- C. Establish general incident priorities and identify staff to be assigned to those tasks. (Forseth, Olmsted—Summer 2010)
- D. Train all staff on new procedures. (Forseth—Summer/Fall 2010)
- E. Conduct simulation drill to practice the overall execution of the plan. (Forseth—Summer/Fall 2010)

2.2 Conduct regular staff in-services highlighting new procedures, cleaning methods, and equipment maintenance.

- A. Establish list of targeted topics for the year. (Forseth, staff—Summer/Fall 2010)
- B. Schedule sessions and divide topics amongst Lead Custodians and other full time staff. (Forseth, staff—Summer/Fall 2010)
- C. Assess effectiveness through participant feedback. (Forseth—Fall 2010/Spring 2011)

2.3 Research the possibility of an incentive program for operations students (similar to the Rec Sports “White Whistle” program.)

- A. Develop criteria, frequency, and award for student recognition amongst the full time staff in Union Operations. (Olmsted, Forseth, Dietzler—Summer/Fall 2010)
- B. Formally present to students. (Forseth, Dietzler—Fall 2010)
- C. Gather input from both student and full time staff through regular meetings and a pre-determined submission method. (Olmsted, Forseth, Dietzler—Summer/Fall 2010)

2.4 Work with staff in developing goals and action plans 2011-12 strategic plan.

- A. Meet with full time staff midyear to discuss progress and effectiveness of current strategic plan. (Forseth, Olmsted, staff—Fall 2010)
- B. Establish goals, strategies, and action plans for the coming year. (staff—Fall 2010)
- C. Revise and submit for approval. (Forseth—Spring 2011)

Enhance
& appearance
increase
utilization



EVENT SERVICES

UNIT MISSION

To provide the best possible event and meeting space for students, faculty, staff, and guests of the University.

FOUNDATIONS

1. Facilitate customer use of Union meeting and event rooms for all sponsors in a timely manner without space, time or equipment conflicts.
2. Strive to provide excellent customer service during the entire event process, from room reservation to event clean up.
3. Interact and collaborate with other campus service providers to enhance the sponsor's event.
4. Set up all room furniture and amenities according to the sponsor's pre-determined plans.
5. Provide and maintain up-to-date meeting room equipment such as projectors, sound systems and furniture.
6. Maintain proper inventories of consumable event supplies.
7. Generate regular reports to employees and customers of the Union.
8. Maintain statistical tracking of event trends.
9. Offer operational support during events, such as AV tech support and room set-up support.
10. Maintain event files on all sponsors, including catering records to facilitate duplication of successful orders and the efficient review of problems.
11. Maintain reservation and office software support and data backup standards to support efficient reservation processes.
12. Provide scale room diagrams for major events.
13. Work with the Student Activities Office to ensure proper guidance and planning for student events.
14. Hire, train, schedule supervise and inspect the work of the room set-up crew.
15. Clean and maintain event spaces and storage rooms.
16. Seek ways to improve our Event Services operation in order to stay ahead of the market demand.

UNIT GOALS

- 1. Further develop a customer-service oriented environment with an emphasis on streamlining or simplifying the reservation process.
- 2. Seek customer feedback, ensuring a results-driven events operation.
- 3. Improve our services to event customers by continually seeking current and improved event equipment options and technology.
- 4. Enhance student development and leadership opportunities by creating positions that will enable growth.

1.0

Further develop a customer-service oriented environment with an emphasis on streamlining or simplifying the reservation process.

1.1 Rearrange Event Services Office (ESO) layout to better route customer to the appropriate starting point, while creating a more conducive work environment for Coordinators.

- A. Sketch layout variations which achieve desired customer flow through the office space. (Dietzler, Event staff—Spring 2011)
- B. Determine most appropriate arrangement, as well as additional furniture or equipment that would be necessary. (Dietzler, Event staff—Spring 2011)
- C. Schedule move to coincide with office painting and staff availability. (Dietzler, Event staff—Spring 2011)

1.2 Provide updated print collateral and forms which reflect the most current information and facility offerings.

- A. Evaluate current needs and changes with both Collaborative Services and ESO staff.
- B. Schedule projects based on priority and overall need. (Dietzler—Spring 2011)
- C. Start design process with selected Collaborative Services staff member and ESO staff. (Dietzler, Dreyer—Spring 2011)
- D. Produce final piece(s) using budget appropriate method(s). (Dietzler, Dreyer—Spring 2011)

1.3 Create a new ESO web site to present a more professional, customer-friendly online presence and to house an increased offering forms, data, diagrams, and links.

- A. Evaluate project current needs and desired outcomes with both Design and ESO staff. (Dietzler, Dreyer—Spring 2011)
- B. ESO and Design staff to hold meetings to look at various solutions. (Dietzler, Dreyer—Spring 2011)
- C. Create an overall project timeline and enter design phase. (Dietzler, Dreyer, Gengler—Spring 2011)
- D. Finalize design, implement, and promote. (Dietzler, Dreyer, Gengler—Spring 2011)
- E. Solicit customer feedback, adjust if necessary. (Event staff—Spring 2011)

2.0

Seek customer feedback, ensuring a results-driven events operation.

2.1 Continue to use a web-based feedback survey through Student Voice (or via an in-house solution) to ensure customer satisfaction with all aspects of their reservation experience.

- A. Analyze responses and adjust questions as needed to receive useful feedback. (Dietzler, Event staff, Singletary—Fall 2010, Spring 2011)
- B. Continue to implement changes in procedures based on customer feedback. (Dietzler, Event staff—Fall 2010, Spring 2011)

3.0

Improve services to event customers by continually seeking current and improved event equipment options and technology.

3.1 Repair or recover fabric surface of operable walls in all Union meeting rooms.

- A. Generate a list of repairs using a hierarchy of worst to best. (Dietzler—Spring 2011)
- B. Identify best course of action to achieve the maximum aesthetic value at a budget-conscious level. (Dietzler—Spring 2011)
- C. Request bids from qualified vendors. (Dietzler—Spring 2011)
- D. Schedule installation. (Dietzler—Spring 2011)

3.2 New shelving system in AV closet.

- A. Evaluate overall storage and organizational needs with both professional and student event staff. (Dietzler, Tovar—Spring 2011)
- B. Design solution based on feedback received. (Dietzler, Tovar—Spring 2011)
- C. Research appropriate wall units/systems to fit existing AV storage spaces. (Dietzler, Tovar—Spring 2011)
- D. Purchase, install, label, organize. (Dietzler, Tovar—Spring 2011)

3.3 Recover small tack boards outside all meeting rooms.

- A. Remove single frame for material evaluation. (Ybarra—Spring 2011)
- B. Select desired replacement material(s). (Lyons—Spring 2011)
- C. Select vendor, purchase, prep, and install throughout building. (Lyons, Ybarra—Spring 2011)

3.4 Develop a reduced-cost solution, or temporary stopgap, to replacing the Hive switcher.

- A. Review current options, associated costs, and needed functionality of switching system alternatives. (Dietzler, Singletary—Spring 2011)
- B. Identify feasibility of maintaining consistent service (over time) using an alternate solution. (Dietzler, Singletary—Spring 2011)
- C. Identify the life span and all associated costs of alternative solutions. (Dietzler, Singletary—Spring 2011)
- D. Purchase components/system, and implement. (Dietzler, Singletary—Spring 2011)

3.5 Update custodial equipment used by Event Services Custodian in cleaning meeting rooms throughout the Union.

- A. Research available options based on input from custodial staff. (Dietzler—Spring 2011)
- B. Select equipment and issue purchase order. (Dietzler—Spring 2011)

4.0

To enhance student development and leadership opportunities by creating positions that will enable growth.

4.1 Continue to develop and use formal training and learning assessment program for student scheduling assistants.

- A. Continue to refine areas of knowledge and skill to be assessed. (Dietzler, staff—Fall 2010/Spring 2011)
- B. Reassess and refine training method(s) to address each area. (Dietzler, staff—Fall 2010/Spring 2011)
- C. Use assessment tool to measure effectiveness of training. (Dietzler, staff—Fall 2010/Spring 2011)
- D. Continue using revised training and assessment tools with student scheduling Assistants. (Dietzler, staff—Fall 2010/Spring 2011)

enhance
student
development
& Leadership
opportunities



MAINTENANCE SERVICES

UNIT MISSION

Maintain and enhance the appearance, quality, and function of all University Union facilities and equipment.

FOUNDATIONS

1. Maintain the building and the equipment within it in optimal condition and appearance.
2. Perform repairs on all damaged or broken equipment in a timely manner, with prime consideration for the comfort of our customers.
3. Maintain the highest standards for the quality of workmanship.
4. Ensure the best possible appearance for staff, by supplying proper uniforms and clean, presentable equipment such as carts and ladders.
5. Perform duties in a safe manner, with proper signage and barricades when needed.
6. Schedule work to minimize the disruption of ongoing events in the building.
7. Maintain working lamps in all light fixtures.
8. Perform preventative maintenance tasks on equipment items according to their proper schedule.
9. Perform emergency repairs when needed in the fastest possible time.
10. Maintain an adequate inventory of consumable items such as fasteners, belts, lamps, paint and filters.
11. Organize repair parts to ensure quick repairs and efficient re-stocking.
12. Keep a clean, organized maintenance shop.
13. Schedule staff to ensure optimal coverage.
14. Train staff on safe and proper methods and materials.
15. Schedule HVAC systems and lighting to optimize energy conservation.
16. Seek ways to reduce the consumption of energy and water.
17. Maintain roofs, flashing and outer walls for appearance and weather tightness.
18. Maintain plants inside the building and monitor the appearance of exterior landscaping.
19. Monitor and report on impending problems with the building and equipment.
20. Seek input from building users on the quality and functionality of the facility.

UNIT GOALS

- 1. Provide the campus community with a facility that is maintained to the highest standards of quality, safety, and comfort.
- 2. Modify building systems to be more energy efficient and achieve a greater level of sustainability.
- 3. Modernize procedures and apply applicable technology towards improving efficiency and data management.

1.0

Provide the campus community with a facility that is maintained to the highest standards of quality, safety, and comfort.

1.1 Expansion joints on entrance walkways to be replaced with composite materials.

- A. Research available products and pricing. Allow for testing period if necessary. (Ybarra—Summer 2010)
- B. Select vendor and issue purchase order. (Ybarra—Summer 2010)
- C. Schedule installation with internal staff. (Ybarra—Summer 2010)

1.2 Reinstall caulking on southwest side of building to eliminate leaks in rainy weather.

- A. Develop specifications and a scope of work for the project. (Ybarra—Spring/Summer 2010)
- B. Send out an RFP to qualified companies. (Ybarra—Spring/Summer 2010)
- C. Select vendor and issue purchase order. (Ybarra—Summer 2010)
- D. Schedule installation. (Ybarra—Summer/Fall 2010)

1.3 Complete last phase of painting the original wood paneling in the second floor lounge.

- A. Create timeline for work in remaining areas of lounge. (Ybarra—Summer 2010)
- B. Remove glass and window slats on outside of Student Computer Room. (Staff—Summer 2010)
- C. Complete project as per established schedule. (Staff—Summer 2010)

1.4 Install added protection for walls and corners near service corridor entrances.

- A. Measure all affected areas and estimate necessary materials. (Ybarra, staff—Summer 2010)
- B. Purchase materials. (Ybarra, staff—Summer 2010)
- C. Schedule installation with internal staff. (Ybarra—Summer 2010)

1.5 Re-stain meeting room’s doors (in order of condition) throughout the Union.

- A. Create a hierarchical list of all doors which need re-staining. (Ybarra—Spring/Summer 2010)
- B. Work with Event Services Office to create an availability timeline and schedule “maintenance holds” for the appropriate time frames. (Ybarra, staff, ESO—Summer 2010)
- C. Complete work as per schedule. (staff—Summer 2010)

1.6 Install chairs rails (or chair height molding) around the Green and Gold Boardroom to eliminate wall damage by chairs due to narrowness of room.

- A. Develop scope of work and solicit bids from qualified contractors, as well as estimate the ability and cost to do the work in-house. (Ybarra—Summer 2010)
- B. Select contractor and schedule work. (Ybarra—Summer/Fall 2010)

2.0

Modify building systems to be more energy efficient and achieve a greater level of sustainability.

2.1 Install new electrical outlets (replacing current wall-mount outlets) in second floor lounge area that offer USB ports for low-energy charging of select electronic devices.

- A. Identify specific outlets to be used based on location and current use patterns. (Ybarra, Olmsted—Summer 2010)
- B. Research options, identify appropriate unit. (Ybarra, Gengler—Spring/Summer 2010)
- C. Select vendor and issue purchase order. (Ybarra, Gengler—Spring/Summer 2010)
- D. Purchase and install. (Ybarra, staff—Summer 2010)

2.2 Install occupancy sensors to lighting in select offices, utility rooms, and all emergency exit stairways to ensure greater energy savings in those areas.

- A. Create a hierarchical list of targeted areas which would generate optimal energy savings with aid of these devices. (Ybarra, Olmsted—Summer 2010)
- B. Research product options, availability, and pricing. Identify appropriate unit and initial areas for use. (Ybarra—Spring/Summer 2010)
- C. Develop deployment timeline for installation in all areas. (Ybarra, Olmsted—Summer 2010)
- D. Select vendor and issue initial purchase order. (Ybarra—Spring/Summer 2010)
- E. Purchase and install. (Ybarra, staff—Summer/Fall 2010)

2.3 Research fixture, layout, and cost for replacing lobby lighting on Union's first floor around Union Station.

- A. Develop general project overview and establish desired outcomes. (Olmsted, Ybarra—Summer 2010)
- B. Work with design consultants and contractors to obtain layout options and installation pricing. (Ybarra—Fall 2010)
- C. Summarize information for future Board/budget discussions. (Olmsted—Summer 2010)

2.4 Re-evaluate the overall benefits (vs cost) to installing a Variable Frequency Drive (VFD) on the University Union's chiller.

- A. Develop specifications and a scope of work for the project. (Ybarra, Olmsted—Spring/Summer 2010)
- B. Schedule presentations/meetings with qualified vendors to discuss options and potential timelines. (Ybarra, Olmsted—Spring/Summer 2010)
- C. Summarize information for future Board/budget discussions. (Olmsted—Summer 2010)

3.0

Modernize procedures and apply applicable technology towards improving efficiency and data management.

3.1 Continue implementation of Bigfoot (preventative maintenance tracking software) procedures throughout the Union and The WELL.

- A. Continue training administrative and maintenance student assistants on the established procedures for creating and inputting data into the system. (Ybarra, Lyons—Summer 2010)
- B. Establish written guidelines for submitting work orders, as well as logging in completed assignments. (Lyons, staff—Summer 2010)
- C. Develop, schedule, and execute full time staff in-service (and select outside requestors) to communicate appropriate methods for reporting and requesting maintenance/custodial services. (Lyons, Ybarra—Summer/Fall 2010)
- D. Evaluate process through staff discussions and make any necessary procedural adjustments. (Lyons, Ybarra, Olmsted—Fall 2010)

3.2 Enable all utility controls to be accessed remotely via computer or smart phone by appropriate staff members.

- A. Determine what if any access issues exist from remote locations. (Ybarra, Gengler—Summer/Fall 2010)
- B. Install necessary software needed to achieve desired functions. (IT staff—Summer/Fall 2010)
- C. Test all applications thoroughly. (IT staff, Ybarra—Summer/Fall 2010)

prime
consideration *for the*
comfort
of our customers

COLLABORATIVE **SERVICES**

IN THIS SECTION

Mission Statement

Design & Visual Communication

IT Services

Public Information & Leisure Services

Public Information & Leisure Services

Information Desk

Games Room

Terminal Lounge

UNIQUE Programs

MISSION **STATEMENT**

Collaborative Services excels in providing premium experiences and innovative solutions beyond the classroom, through our Design and Visual Communication, Technology, Public Information, and Entertainment programs that are offered to Sacramento State students, faculty, staff, and the surrounding community.



COLLABORATIVE SERVICES

FOUNDATIONS

1. Encourage and provide full-time staff with direction and opportunities for organizational input and professional development.
2. Encourage and provide student staff, interns, and volunteers with direction and opportunities for organizational input and educational growth.
3. Encourage and provide professional and student staff opportunities for involvement in university life beyond the organization.

UNIT GOALS

1. Support the University during a period of fiscal challenge, as appropriate to our corporate mission.
2. Design and implement effective and responsive staffing and workspace organizational plans that expand the scope and effectiveness of Collaborative Services.
3. Establish and implement customer service and cultural sensitivity standards and training for all Collaborative Services employees.
4. Conduct a thorough, year-long review of procedures and standards for Collaborative Services and then implement any needed changes to achieve best practices.

1.0

Support the University during a period of fiscal challenge, as appropriate to our corporate mission.

1.1 Determine potential areas of collaboration for campus support.

- A. Meet with UUOCI Executive Director to discuss University’s needs and the scope of the assistance that we can offer. (Sorensen—Spring 2010)
- B. Meet with campus representatives to offer our support, gauge interest, and identify productive, specific, appropriate ways that Collaborative Services can help. (Sorensen—Spring/Summer/Fall 2010)
- C. Explore areas of service that could lead to reduced allocation charges. (Sorensen—Spring/Summer/Fall 2010)

1.2 Provide collaborative assistance to other campus units.

- A. Determine which Collaborative Services personnel would best assist other units. (Sorensen—Spring/ Summer/Fall 2010)
- B. Assign staff to assist and accommodate their schedules and workload as appropriate. (Sorensen—Summer/Fall 2010, Spring 2011)
- C. Follow up regularly on progress to ensure success. (Sorensen— Summer/Fall 2010, Spring 2011)

2.0

Design and implement effective and responsive staffing and workspace organizational plans that expand the scope and effectiveness of Collaborative Services.

2.1 Determine current and future staffing and workspace location needs, maximizing opportunities for efficiency, teamwork and collaboration, through an intentional emphasis on ease of communication, workflow, and physical proximity.

- A. Meet with UUOCI Executive Director to present, solicit, and discuss ideas and process for organizational plan parameters, development and implementation, including alternative work scheduling strategies. (Sorensen—Spring 2010)
- B. Meet with Union Director to discuss Collaborative Services workspace needs and allocation options. (Sorensen—Spring 2010)
- C. Meet with Collaborative Services staff to present, solicit, and discuss ideas and develop a plan for workspace and staffing solutions. (Sorensen—Spring, Summer 2010)

2.2 Reorganize, reclassify, relocate and cross-train staff, according to plan.

- A. Relocate staff and equipment, including the redesign of furniture and space. (Sorensen, Olmsted—Spring/Summer, 10)
- B. Reclassify staff, update job descriptions, as appropriate. (Sorensen—Spring/Summer/Fall 10, Spring 11)
- C. Cross-train staff between Collaborative Services units for coverage and flexibility of job duties as workflow and circumstances demand. (Sorensen, Collaborative Services staff—Spring/Summer/Fall 2010)

3.0

Establish and implement customer service and cultural sensitivity standards and training for all Collaborative Services employees.

3.1 Investigate corporation perspectives and plans for standards and training .

- A. Meet with Executive Director to present, solicit, and discuss expectations, ideas and process for standards and training. (Sorensen—Spring 2010)
- B. Meet with management of The Union and The WELL directors to discuss their standards and training plans, with an eye towards the highest level of corporate consistency and shared values. (Sorensen—Spring 2010)

Design, implement, and assess standards and training.

3.2

- A. Meet with Collaborative Services staff to present, solicit, and discuss ideas; identify potential resources; and develop a plan of action for content, implementation process, assessment, and timeline. (Sorensen—Spring 2010)
- B. Write up standards, organize and conduct trainings and assessment, according to plan. (Sorensen, Collaborative Service staff—Spring,/Summer/Fall 2010, Spring 2011)
- C. Follow up regularly on staff implementation and assessment progress to ensure success. (Sorensen—Summer/Fall 2010, Spring 2011)

4.0 Conduct a thorough, year-long review of operational and financial procedures and standards for Collaborative Services and then implement any needed changes to achieve best practices.

4.1 Determine scope and design of review process.

- A. Meet with Collaborative Services staff to solicit their ideas for the review and discuss their concerns. (Sorensen—Spring/Summer 2010)
- B. Meet with UUOCI Executive Director and Business Manager to solicit their concerns and ideas, particularly financial and HR ones. (Sorensen—Spring/Summer 2010)
- C. Develop a plan of action and timeline for the review. (Sorensen, Collaborative Services staff—Summer 2010)

4.2

Conduct systematic review of all Collaborative Services units.

- A. Meet with Collaborative Services Staff regularly to conduct the review according to plan. (Sorensen—Summer/Fall 2010, Spring 2011)
- B. Discuss review progress with UUOCI management staff, for informational, corporate consistency, and feedback, to ensure success. (Sorensen—Summer/Fall 2010, Spring 2011)

4.3

Implement and fine-tune review-driven changes.

- A. Adjust standards and procedural changes according to review results as the year progresses. (Sorensen, Collaborative Services staff—Summer/Fall 2010, Spring 2011)
- B. Solicit feedback on the initiated changes and further adjust, as appropriate. (Sorensen, Collaborative Services staff— Summer/Fall 2010, Spring 2011)

maximizing
opportunities
for efficiency
teamwork
& collaboration



DESIGN & VISUAL COMMUNICATION

UNIT MISSION

Provide high quality, innovative design and visual communication support for staff and guests of the University Union and The WELL, resulting in a comprehensive strategy of information display and corporate image-building that is professional, timely, efficient, consistent, and effective in showcasing our facilities, events, and services.

FOUNDATIONS

1. Design promotional materials, print and electronic signage, and websites for the University Union, The WELL, the corporation, and affiliated programs.
2. Maintain adequate supplies/equipment to make promotional materials economically.
3. Remain current and informed of new design technology and techniques.
4. Develop operational procedures for efficiency and timely production and distribution of promotional materials.
5. Provide a positive and meaningful learning environment for student assistants and interns which will enhance their academic and professional growth.

UNIT GOALS

1. Build upon a strong internship and graphic design student employee program that enables a positive learning laboratory for students to develop skills through practical work experience.
2. Pioneer a program that offers fee-based graphic design and production services to the greater campus community.
3. Establish a higher profile and enhance the effectiveness of the visual arts exhibits in the Union.
4. Strategically organize and coordinate Design and Visual Communication services in a manner that best enhances and demonstrates the collaborative efforts of the corporation.

1.0 Build upon a strong internship and graphic design student employee program that enables a positive learning laboratory for students to develop skills through practical work experience.

1.1 Maintain our strong working relationship with the Department of Design as a resource for the recruitment and supervision of interns.

- A. Meet with Design Department Faculty and staff regularly to discuss our internship program, including our needs, their needs, and ways to support both programs. (Dreyer—Spring/Summer/Fall 2010, Spring 2011)
- B. Offer class visits by our full-time staff and current (and possibly past) student staff and interns from our unit as a way of showcasing our program. (Dreyer—Spring/Summer/Fall 2010, Spring 2011)
- C. Coordinate with Design Department in announcing internship openings and offering intern positions. (Dreyer—Spring/Summer/Fall 2010, Spring 2011)

1.2 Refine the self-evaluation and portfolio process for all of our design interns, which will be used in greater assessment efforts and archived on the student resource website.

- A. Refine the rubric for assessment of student learning (Dreyer—Spring/Summer 2010)
- B. Provide individual guidance and critiques to the students throughout the semester. (Dreyer—Spring/Summer/Fall 2010, Spring 2011)
- C. Meet with students in a group setting to provide and solicit feedback regarding quality, progress, and weaknesses of recent design work and of the internship program, itself. (Dreyer—Fall 2010, Spring 2011)
- D. Develop and implement action plans for improving the performance of individual students, the group, and the internship program, based on feedback. (Dreyer—Fall 2010, Spring 2011)

2.0 Establish a program that offers fee-based, onsite graphic design and production services by Design and Visual Communication staff to the greater campus community.

2.1 Create a Business plan that sets up the new program for financial success.

- A. Investigate potential departmental, organizational, and individual demand by students, staff, and faculty for specific design and production services, primarily those that are not offered elsewhere on campus. (Dreyer—Spring/Summer/Fall 2010, Spring 2011)
- B. Determine which of those services with demand can be most cost-effectively offered by Design and Visual Communication and will best complement the mission and needs of the campus. (Dreyer—Spring/Summer/Fall 2010, Spring 2011)
- C. Design a 5-year plan of service offerings, initially emphasizing the least labor-intensive ones—most of them related to production—and gradually expanding offerings as the Design Team develops in efficiency, becomes more established with its internal and external corporate and customer bases, and experiences revenue growth for its fee-based services. (Dreyer—Spring/Summer/Fall 2010, Spring 2011)

2.2 Set up shop and begin offering services.

- A. Develop and submit a budget, including an income/fee structure for the various services to be provided, possibly establishing price tiers, by client type (eg, corporate partners and individual students and the lower end of the tier). (Dreyer, Sorensen—Spring 2010)
- B. Purchase and set up needed equipment, according to plan. (Dreyer—Spring/Summer/Fall 2010, Spring 2011)
- C. Hire and train additional student design staff and utilize current student staff within Collaborative Services for additional, non-design support. (Dreyer—Spring/Summer/Fall 2010, Spring 2011)
- D. Implement work order and billing systems and initiate improvements. (Dreyer—Spring/Summer/Fall 2010, Spring 2011)

Begin fee-based design and production work for corporate partners (such as Student Health Services) and expand offerings to students, departments, organizations, etc., based on business plan and abilities. (Dreyer—Spring/Summer/Fall 2010, Spring 2011)

3.0

Establish a higher profile and enhance the effectiveness of the visual arts exhibits in the Union.

- 3.1
- Expand collaborative relationships and partnerships with the faculty, staff, and community to solicit exhibition ideas, co-sponsor Gallery shows, and publicize the venue.
- A.

Meet with Design, Art, and other appropriate faculty, staff, and members of the greater arts community to discuss the history of the Gallery and its current offerings as well as those of other galleries. (Dreyer—Spring/Fall 2010)
- B.

Solicit exhibition ideas and become familiar with the activities schedule of other galleries and related events, both on and off-campus. (Dreyer—Summer/Fall 2010, Spring 2011)
- C.

Co-sponsor some exhibits with campus departments and other entities, as appropriate. (Dreyer—Summer/Fall 2010, Spring 2011)
- 3.2
- Promote and implement a new student photo exhibition space in the Union's old Exhibit Lounge space to offer additional opportunities for students to publicly showcase their work.
- A.

Create criteria for exhibitions. (Dreyer—Spring 2010)
- B.

Work with faculty and staff from the campus Department of Design to distribute an initial call for entries among photography students. (Dreyer—Spring/Summer 2010)
- C.

Create an exhibit schedule and install the artwork, duplicating and inexpensively framing the submitted photography ourselves, to minimize the liability and financial impact of any theft potential in a less secure and supervised location than our Gallery. (Dreyer—Summer/Fall 2010)
- 3.3
- Display a map and artist/Title Cards for the Union's permanent artwork collection.
- A.

Design a map and artist/title cards to publicly identify all permanent artwork throughout the Union. (Dreyer—Spring/Summer 2010)
- B.

Display and distribute the map (and copies) as appropriate and install the artist title cards, adjacent to each art piece. (Dreyer—Summer/Fall 2010)

4.0

Strategically organize and coordinate Design and Visual Communication services in a manner that best enhances and demonstrates the collaborative efforts of the corporation.

- 4.1
- Relocate the Design and Visual Communication offices to create additional design and production space, to bring the sign shop operation into physical proximity & supervision, and to allow for enhanced efficiency and integration with other Collaborative Services units.
- A.

Meet with other Collaborative Services units to plan the relocation, layout, and staffing plan for a new vision of blended office space located in the Union. (Dreyer, Sorensen—Spring 2010)
- B.

Coordinate staffing plan changes and physical moves into the new location, minimizing disruption of services. (Dreyer, Sorensen—Spring/Summer 2010)
- 4.2
- Hire Design and Visual Communication student staff with video and photography skills for use in promoting programs and services throughout the corporation.
- A.

Evaluate student staff levels and skill sets needed to document events for use in publicity collateral. (Dreyer—Spring/Fall 2010, Spring 2011)
- B.

Hire student staff with the needed skills, attitude, and schedules that will result in professional quality, efficient results. (Dreyer—Spring/Fall 2010, Spring 2011)
- C.

Train, schedule and supervise video and photography staff according to plan. (Dreyer—Spring/Fall 2010, Spring 2011)
- 4.3
- Establish a style guide for the University Union and both a corporate identity and style guide for UUOCI.
- A.

Create a style guide for the University Union, in consultation with the Union Director. (Dreyer—Spring/Fall 2010, Spring 2011)
- B.

Create a corporate identity and style guide for the UUOCI corporation, in consultation with the Executive Director. (Dreyer—Spring/Fall 2010, Spring 2011)
- C.

Create appropriate collateral for each entity that establishes consistency of message and style for the public. (Dreyer—Spring/Fall 2010, Spring 2011)
- 4.4
- Redecorate and re-brand the Student Computer room.
- A.

Participate in the development and design of a re-branding campaign for a new room “look” that updates it as part of recent, strategic Union facility décor improvements, in conjunction with the IT Technology Services team. (Singletary, Dreyer—Summer/Fall 2010)
- B.

Paint the room, install new branded signage. (Dreyer, Singletary, Ybarra—Winter 2010/2011)

4.5 Proactively solicit and organize collateral projects for all units and partners of the corporation.

- A. Meet with the management teams of The Union, The WELL, Peak Adventures, and Student Health Services (in conjunction with IT Services and other Collaborative Services, as appropriate) to present style guidelines for development of identities and use of logos and develop a comprehensive list of desired collateral and when it will be needed.
(Dreyer, Sorensen—Spring/Summer/Fall 2010, Spring 2011)
- B. Meet as a work team to discuss realistic timelines and viability for creating the requested collateral and to establish a production plan with reasonable deadlines for receiving the information needed from each unit.
(Dreyer, Sorensen—Spring/Summer/Fall 2010, Spring 2011)
- C. Report back with a production plan and discuss potential difficulties and challenges, coming to agreement by negotiating adjustments, as necessary.
(Dreyer, Sorensen—Spring, Summer, Fall 2010/Spring 2011)
- D. Assign projects to Design Team members and establish clear, agreed upon lines of feedback and communication within the team and with the various managers requesting the collateral. (Dreyer—Spring/Summer/Fall 2010, Spring 2011)

4.6 Assess success of all implemented changes, through employee and customer surveys.

- A. Design and administer customer assessment instruments to measure level of satisfaction with offerings and services provided and identify areas of success and needed improvement. (Dreyer—Spring/Fall 2010, Spring, 2011)
- B. Design and administer employee assessment instruments to measure level of accomplishment in implementing changes and identify areas of success and needed improvement. (Dreyer—Spring/Fall 2010, Spring, 2011)
- C. Adjust offerings and services based on feedback, as appropriate to achieve success. (Dreyer—Spring/Fall 2010, Spring, 2011)



professional
timely efficient
CONSISTENT
&
EFFECTIVE



INFORMATION TECHNOLOGY SERVICES

UNIT MISSION

Provide high quality and innovative technologies for staff and guests of the University Union and The WELL

FOUNDATIONS

1. Provide daily desktop computer hardware and software support.
2. Perform software and hardware upgrades as needed.
3. Install new software and hardware purchases.
4. Maintain all servers with latest updates, patches, and security enhancements.
5. Provide education and training for staff and students.
6. Make recommendation on procurement of new and replacement equipment.
7. Administer server backups and upgrades, verify through nightly e-mail reports.
8. Maintain high quality services, security, and cleanliness for Student Computer workstations.
9. Replace aging data equipment on a preventative, cost-efficient cycle.
10. Maintain the networked security camera system.
11. Verify web statistics system is working properly and provide nightly reports.
12. Maintain toner ordering and supply for offices.
13. Provide significant IT assistance and support to non-traditional areas, such as digital signage, home console games, and video streaming.

UNIT GOALS

1. Establish, systemize, and maintain an Information Technology Services system for The WELL.
2. Provide the campus community with cutting edge, user-friendly, and environmentally sound technologies in high traffic, program-heavy facilities.
3. Maintain computer equipment, servers, and databases with the highest levels of available updates and secure access for authorized individuals and initiate preventative maintenance and replacement programs and schedules , wherever possible.
4. Strategically organize and coordinate IT Services and its offerings in a manner that best enhances and demonstrates the collaborative efforts of the corporation.

1.0

Establish, systemize, and maintain an Information Technology Services infrastructure for The WELL, according to plan.

1.1 Implement The WELL's CSI Information System.

- A. Install system's various modules in a test environment. (Singletary, Gengler—Spring 2010)
- B. Work with CSI, Campus IRT, The WELL staff, Peak Adventures, ASI Business Office, UUOCI Business Manager, Design and Visual Communication staff, and others to tailor the system for maximum versatility and usefulness, to establish quality assurance, and to establish policies adherence. (Singletary, Gengler—Spring/Summer 2010)
- C. Organize systems trainings by CSI and IT staff for all users. (Singletary, Gengler—Spring/Summer 2010)
- D. Supervise initial population of information into system by all users. (Singletary, Gengler—Spring/Summer, 2010)
- E. Supervise, adjust, and enhance installation of system hardware equipment and push out and test system software and any peripheral software for all users. (Singletary, Gengler—Spring/Summer 2010)
- F. Add information system to regular maintenance, software update, audit routines and schedules, meeting regularly with staff for quality assurance. (Singletary, Gengler—Summer/Fall 2010)

1.2 Implement The WELL's desktop computer system.

- A. Physically set up new desktop computers in the new facility; relocating those in current use by The WELL's staff members. (Singletary, Gengler—Summer 2010)
- B. Push out new computers' software remotely. (Singletary, Gengler—Summer Fall 2010)
- C. Test computers and software. (Singletary, Gengler—Summer 2010)
- D. Add computers to regular maintenance, software update, audit routines and schedules, meeting regularly with staff for quality assurance. (Singletary, Gengler—Summer/Fall 2010)

1.3 Strategy: Implement The WELL's digital signage, television, satellite, security camera, music, and other infrastructure systems.

- A. Supervise physical set up of infrastructure systems in the new facility. (Singletary, Gengler—Summer 2010)
- B. Push out software remotely, as applicable. (Singletary, Gengler—Summer/Fall 2010)
- C. Test systems. (Singletary, Gengler—Summer/Fall 2010)
- D. Add systems to regular maintenance, software update, audit routines and schedules. (Singletary, Gengler—Summer/Fall 2010)

2.0

Provide the campus community with cutting edge, user-friendly, and environmentally sound technologies in high traffic, program-heavy facilities.

2.1 Implement an energy-saving software system that minimizes wasted electricity by computers that are powered on, but not in use.

- A. Investigate, test, and purchase "green" software effective for the task. (Singletary, Gengler—Spring/Summer 2010)
- B. Push out software remotely to all applicable technology hardware. (Singletary, Gengler—Summer/Fall 2010)
- C. Educate all UUOCI staff on features, advantages, and use of the system. (Singletary, Gengler—Summer/Fall 2010)
- D. Add system to regular maintenance, software update, audit routines and schedules. (Singletary, Gengler—Summer/Fall 2010)
- E. Encourage and assist organizations and vendors housed in the facilities to utilize the same or a similar technology to reduce energy consumption. (Singletary, Gengler—Summer/Fall 2010)

2.2 Improve the performance of the Games Room's (3) distant screens by rewiring Cat 5 cable to HDMI.

- A. Develop a rewiring plan and timeline. (Singletary, Ybarra—Summer 2010)
- B. Purchase and install wiring. (Singletary, Ybarra,—Winter 2010/2011)
- C. Monitor performance of screens. (Singletary, Gengler—Spring 2011)

2.3 Collaborate with Union and The WELL facilities staff and also with Design and Visual Communication to integrate cable/satellite and video services to digital signage.

- A. Investigate options for providing cable and video services to digital signage and implement. (Singletary, Enos—Spring 2010)
- B. Meet with corporate management staff to determine feasibility and timing of implementation, including the cable installation needed to achieve the project in the Union. (Singletary—Spring 2010)
- C. Determine and purchase any needed software for the project. (Singletary, Enos—Spring/Summer/Fall 10, Spring 11)
- D. Add system to regular maintenance, software update, audit routines and schedules. (Singletary, Gengler—Summer/Fall 2010)

2.4 Upgrade the Union's building music system for greater financial efficiency, flexibility in meeting customer needs, ease of implementation and use, and integration with The WELL.

- A. Research available software and hardware for the buildings music systems. (Singletary, Sorensen, Olmsted—Fall 2010)
- B. Survey students and staff for input into building music system. (Singletary, Sorensen, Olmsted—Fall, 2010)
- C. Evaluate and (where possible) test several products and determine legal parameters of music dissemination, to find out which one provides the best and affordable solution. (Singletary, Sorensen, Olmsted—Fall 2010)
- D. Implement & test system. (Singletary, Ybarra—Spring 2011)
- E. Add music system to regular maintenance, software update, audit routines and schedules. (Singletary, Gengler—Summer/Fall 2010)

3.0

Maintain computer equipment, servers, and databases with the highest levels of consistency, available updates, and secure access for authorized individuals and initiate preventative maintenance and replacement programs and schedules, wherever possible.

3.1 Add Macintosh computers to Active Directory/Group Policy for consistency with PCs, allowing IT staff to assign policies, deploy software, and apply critical updates.

- A. Investigate, test, purchase, and install software effective for the task. (Singletary, Gengler—Spring/Summer 2010)
- B. Add system to regular maintenance, software update, audit routines and schedules. (Singletary, Gengler—Summer/Fall 2010)

3.2 Initiate and complete redaction on servers and individual workstations, for greater security.

- A. Scan servers and PCs with redaction software in use by IRT. (Singletary—Spring 2010)
- B. Establish a plan and timeline for redaction scanning implementation. (Singletary—Spring 2010)
- C. Notify all corporate employees of implementation and what content will be redacted. (Singletary—Spring 2010)
- D. Add system to regular maintenance, software update, audit routines and schedules. (Singletary, Gengler—Summer/Fall 2010)

3.3 Deploy Windows 7 to replace Windows XP throughout UUOCI for efficiency, security, dependability, and consistency throughout the organization.

- A. Deploy Windows 7 in a test environment and (initially) on computers that offer minimal possibility of work disruption. (Singletary—Spring 2010)
- B. Establish a plan and timeline for Windows 7 implementation. (Singletary—Spring 2010)
- C. Implement Windows 7 corporate-wide. (Singletary—Spring/Summer 2010)
- D. Train and offer support to staff as needed for ease of use. (Singletary, Gengler— Spring/Summer/Fall 2010)

4.0

Strategically organize and coordinate IT Services and its offerings in a manner that best enhances and demonstrates the collaborative efforts of the corporation.

4.1 Relocate the Internet Technology Services offices in the Union to create additional work and production space and to allow for enhanced efficiency and integration with other Collaborative Services units.

- A. Meet with other Collaborative Services units to plan the relocation, layout, and staffing plan for a new vision of blended office space located in the Union. (Singletary, Sorensen—Spring 2010)
- B. Coordinate physical moves into both locations, minimizing disruption of services. (Singletary, Sorensen—Spring, Summer 2010)

4.2 Establish an IT office at The WELL and a staffing plan that serves the day-to-day, immediate needs of that facility.

- A. Meet with Executive Director and The WELL staff to determine the IT staffing needs for that building. (Singletary, Sorensen—Spring, Summer 2010)
- B. Develop equipment, workflow, and staffing solutions for the facility.
- C. Coordinate staffing plan changes and physical moves into the new location, minimizing disruption of services. (Singletary, Sorensen—Spring, Summer 2010)

4.3 Develop an MIS class project program to improve information systems' efficiency throughout the corporation.

- A. Meet with MIS faculty to set up class projects to assist the Union and The WELL. (Singletary—Spring/Summer/Fall 2010)
- B. Supervise progress. (Singletary—Spring/Summer/Fall 2010, Spring 2011)
- C. Implement systems/improvements, as appropriate. (Singletary—Summer/Fall 2010, Spring, 2011)
- D. Add systems to regular maintenance, software update, audit routines and schedules. (Singletary, Gengler—Summer/Fall 2010, Spring 2011)

4.4 Develop templates & software interfaces that will allow managers throughout the corporation to update their websites, publicity materials, and signage with ease, while utilizing the services and expertise of IT and Design and staying compliant with corporate and University style and standards.

- A. Meet with professional staff to determine interfaces needed. (Singletary, Gengler, Dreyer—Spring/Summer/Fall 10)
- B. Investigate, test, purchase, create and install interfaces effective for the task. (Singletary, Gengler, Dreyer—Spring/Summer/Fall 2010)
- C. Train staff on use of new interfaces and provide support for their use. (Singletary, Gengler, Dreyer—Spring/Summer/Fall 2010)
- D. Add interfaces to regular maintenance, software updates, audit routines, design refresh schedules. (Singletary, Gengler, Dreyer—Summer/Fall 2010, Spring 2011)

4.5 Develop and launch websites and other technology-heavy solutions and collateral that promote programs and services throughout the corporation, in partnership with Design and Visual Communication.

- A. Meet with professional staff individually and by units to determine collateral schedule and solutions needed, with priority given to The WELL and Board of Directors websites (Singletary, Gengler, Dreyer—Spring/Summer/Fall 2010)
- B. Design, develop, and launch solutions and collateral. (Singletary, Gengler, Dreyer—Spring/Summer/Fall 2010)
- C. Add solutions and collateral to regular maintenance, software updates, audit routines and schedules. (Singletary, Gengler—Summer/Fall 2010)

4.6 Implement Four Winds digital signage solution for Emergency Notification System, in partnership with Design and Visual Communication, IRT and Public Safety.

- A. Meet with other campus implementation teams to create an implementation plan for the Union and The WELL. (Singletary, Gengler, Enos—Spring/Summer 2010)
- B. Launch ENS solution. (Singletary, Gengler, Enos—Spring/Summer 2010)
- C. Add ENS system to regular maintenance, software updates, audit routines and schedules. (Singletary, Gengler—Summer/Fall 2010)

4.7 Assess success of all implemented changes, through employee and customer surveys.

- A. Design and administer customer assessment instruments to measure level of satisfaction with offerings and service provided and identify areas of success and needed improvement. (Singletary—Summer/Fall 2010, Spring 2011)
- B. Design and administer employee assessment instruments to measure level of accomplishment in implementing changes and identify areas of success and needed improvement. (Singletary—Summer/Fall 2010, Spring 2011)
- C. Adjust operation and service based on feedback, as appropriate to ensure success. (Singletary—Summer/Fall 2010, Spring 2011)

cutting
edge
user-friendly
& environmentally
sound
technologies



PUBLIC INFORMATION & **LEISURE SERVICES**

UNIT MISSION

Provide comprehensive, accurate, up-to-date expertise along with a positive atmosphere of relaxation and comfort—through superior public information and leisure services for the Sacramento State student body, alumni, faculty, staff, and guests of the university.

FOUNDATIONS

1. Recruit and hire student desk attendants, ensuring a positive and diverse staff.
2. Provide a work environment for retention/motivation of student employees.
3. Provide training to attendants enabling them to offer high quality service.
4. Involve student employees in the development of programs and services and in taking an active role in the leadership within each department.
5. Implement events and activities and actively participate in marketing, to spotlight leisure service areas.
6. Offer a welcoming environment and continually update information and services, in ways that effectively promote customer usage.
7. Consistently assess information and service needs of the campus, to better serve customers.
8. Reconcile expenditures and revenues with the ASI Business office.
9. Utilize proper accounting procedures for Games Room cash handling.
10. Maximize revenues within the Games Room operation.
11. Manage an accurate, well-utilized Campus Calendar as a service to the campus community.



PUBLIC INFORMATION & LEISURE SERVICES

UNIT GOALS

- 1. Strategically organize and Coordinate the overall unit in a manner that best enhances and demonstrates the collaborative efforts of the corporation.
- 2. Begin supervision and operation of Campus Calendar as a Public Information and Leisure Services offering.

1.0

Strategically organize and Coordinate the overall unit in a manner that best enhances and demonstrates the collaborative efforts of the corporation.

1.1 Relocate the Public Information and Leisure Services offices to allow for enhanced efficiency and integration with other Collaborative Services units.

- A. Meet with other Collaborative Services units to plan the relocation, layout, and staffing plan for a new vision of blended office space located in the Union. (Sanchez, Sorensen—Spring 2010)
- B. Coordinate staffing plan changes and physical moves into the new location, minimizing disruption of services. (Sanchez, Sorensen—Spring/Summer 2010)

2.0

Begin supervision and operation of Campus Calendar as a Public Information and Leisure Services offering.

2.1 Work closely with Collaborative Services Director, IT staff to establish the necessary background knowledge and functionality to begin supervising Campus Calendar at the management level.

- A. Meet regularly with other Calendar administrative staff for training and problem solving. (Sanchez, Sorensen, Singletary, Gengler—Spring/Summer 2010)
- B. Begin day-to-day oversight of the Calendar. (Sanchez—Fall 2010, Spring 2011)
- C. Offer training to student staff and organize/schedule them for assistance in operation of Campus Calendar. (Sanchez—Fall 2010, Spring 2011)

2.2 Strategy: Improve participation, Usage, and functionality of Campus Calendar

- A. Meet with current calendar category managers to offer training and to solicit suggestions for improving calendar performance and additional calendar categories/participants. (Sanchez—Fall 2010, Spring 2011)
- B. Recruit a focus group for feedback on ease of use, performance, and appeal. (Sanchez—Fall 2010, Spring 2011)
- C. Improve Campus Calendar per suggestions, when possible. (Sanchez—Fall 2010, Spring 2011)





INFORMATION DESK

UNIT GOALS

1. Develop, motivate, and maintain a cohesive work force, with an emphasis on employee retention and student development.
2. Enhance services and programs to meet continually changing student needs and provide an atmosphere that maximizes student use of the Information Desk.

1.0

Develop, motivate, and maintain a cohesive work force with an emphasis on employee retention and student development.

1.1 Further develop the performance appraisal for student assistants and improve the review process for each semester.

- A. Revise the recently developed performance review for student assistants, as appropriate. (Sanchez—Summer 2010)
- B. Incorporate the review into initial training. (Sanchez—Fall 2010, Spring 2011)
- C. Complete the review and share with each student during the semester. (Sanchez—Fall 2010, Spring 2011)

1.2 Develop additional leadership opportunities for Information Desk attendants.

- A. Identify areas of service that could be improved by delegating additional, specific responsibilities to each attendant. (Sanchez—Fall 2010, Spring 2011)
- B. Identify individuals who would be most successful, by skills and interest, and assign them these additional responsibilities. (Sanchez—Fall 2010, Spring 2011)
- C. Follow up and adjust as appropriate, based on performance and other factors. (Sanchez—Fall 2010, Spring 2011)

2.0

Enhance services and programs to meet continually changing student needs and provide an atmosphere that maximizes student use of the Information Desk.

2.1 Assess success of all implemented changes, through employee and customer surveys.

- A. Design and administer customer assessment instruments to measure level of satisfaction with offerings and service provided and identify areas of success and needed improvement. (Sanchez—Spring/Fall 2010, Spring 2011)
- B. Design and administer employee assessment instruments to measure level of accomplishment in implementing changes and identify areas of success and needed improvement. (Sanchez—Spring/Fall 2010, Spring 2011)
- C. Adjust operation and service based on feedback, as needed. (Sanchez—Spring/Fall 2010, Spring 2011)





GAMES ROOM

UNIT GOALS

- 1. Develop, motivate, and maintain a cohesive work force, with an emphasis on employee retention and student development.
- 2. Enhance services and programs to meet continually changing student needs and provide an atmosphere that maximizes student use of the Games Room.
- 3. Maintain fiscal accountability of budgets and the revenue operations of the Games Room.

1.0

Develop, motivate, and maintain a cohesive Games Room work force with an emphasis on employee retention and student development.

1.1 Further develop the performance appraisal for student assistants and improve the review process for each semester.

- A. Revise the recently developed performance review for student assistants, as appropriate. (Sanchez—Summer 2010)
- B. Incorporate the review into initial training. (Sanchez—Fall 2010, Spring 2011)
- C. Complete the review and share with each student during the semester. (Sanchez—Fall 2010, Spring 2011)

1.2 Develop additional leadership opportunities for Games Room attendants.

- A. Identify areas of service that could be improved by delegating additional, specific responsibilities to each attendant (e.g., taking the lead on determining which home console games to purchase). (Sanchez—Fall 2010, Spring 2011)
- B. Identify individuals who would be most successful, by skills and interest, and assign them these additional responsibilities. (Sanchez—Fall 2010, Spring 2011)
- C. Follow up and adjust as appropriate, based on performance and other factors. (Sanchez—Fall 2010, Spring 2011)

2.0

Enhance services and programs to meet continually changing student needs and provide an atmosphere that maximizes student use of the Games Room.

2.1 Establish additional Games Room tournaments and special events to introduce new customers to the Games Room and build enthusiasm of current customers.

- A. Investigate additional tournament options. (Sanchez—Fall 2010, Spring 2011)
- B. Survey interest in various tournaments. (Sanchez—Fall 2010, Spring 2011)
- C. Conduct tournaments, as interest and appropriateness dictate. (Sanchez—Fall 2010, Spring 2011)

2.1 Assess success of all implemented changes, through employee and customer surveys.

- A. Design and administer customer assessment instruments to measure level of satisfaction with offerings and service provided and identify areas of success and needed improvement. (Sanchez—Summer/Fall 2010, Spring 2011)
- B. Design and administer employee assessment instruments to measure level of accomplishment in implementing changes and identify areas of success and needed improvement. (Sanchez—Summer/Fall 2010)
- C. Adjust operation and service based on feedback, as appropriate. (Sanchez—Summer/Fall 2010, Spring 2011)

3.0

Maintain fiscal accountability of budgets and the revenue operations of the Games Room.

3.1 Review current revenue stream of all Games Room areas for successes and areas of improvement.

- A. Investigate current fiscal year revenue and expenses and compare to past fiscal years. (Sanchez, Sorensen—Spring 2010)
- B. Solicit ideas for improving usage and offerings by survey of employees and regular patrons of Games Room. (Sanchez—Spring/Summer, 2010)
- C. Initiate and implement changes, as appropriate. (Sanchez, Sorensen—Spring/Summer/Fall 2010, Spring 2011)

3.2 Explore alternative revenue streams to maximize Games Room revenue during periods of reduced room usage, such as increasing group reservations of the equipment.

- A. Meet with staff to discuss past successes and areas of needed improvement, when renting the room for organizations and groups. (Sanchez,—Spring/Summer/Fall 2010, Spring 2011)
- B. Rent the room to non-Sac State students (such as faculty, alumni, conferences) on a trial basis and with appropriate controls and assess the benefits and risks, based on the experience. (Sanchez—Spring/Summer/Fall 2010, Spring 2011)
- C. Recruit additional group rentals, if deemed appropriate. (Sanchez—Spring/Summer/Fall 2010, Spring 2011)



TERMINAL LOUNGE

UNIT GOALS

- 1. Develop, motivate, and maintain a cohesive work force, with an emphasis on employee retention and student development.
- 2. Enhance services and programs to meet continually changing student needs and provide an atmosphere that maximizes student use of the Terminal Lounge.

1.0

Develop, motivate, and maintain a cohesive Terminal Lounge work force, with an emphasis on employee retention and student development.

- 1.1 Further develop the performance appraisal for student assistants and improve the review process for each semester.**
 - A. Revise the recently developed performance review for student assistants, as appropriate. (Sanchez—Summer 2010)
 - B. Incorporate the review into initial training. (Sanchez—Fall 2010, Winter 2011)
 - C. Complete the review and share with each student during the semester. (Sanchez—Fall 2010, Spring 2011)
- 1.2 Develop additional leadership opportunities for Terminal Lounge attendants.**
 - A. Identify areas of service that could be improved by delegating additional, specific responsibilities to each attendant, e.g., taking the lead on improving offerings, by music style. (Sanchez—Fall 2010, Spring 2011)
 - B. Identify individuals who would be most successful, by skills and interest, and assign them these additional responsibilities. (Sanchez—Fall 2010, Spring 2011)
 - C. Follow up and adjust as appropriate, based on performance and other factors. (Sanchez—Fall 2010, Spring 2011)

2.0

Enhance services and programs to meet the continually changing student’s needs and provide an atmosphere that maximizes student use of the Terminal Lounge.

- 2.1 Convert “DivX” audio and video system offerings to Apple TV format, and encourage experimentation in its use to allow users a wider variety of options.**
 - A. Encourage student staff to explore Apple TV system and note any offerings of interest. (Sanchez—Fall 2010, Spring 2011)
 - B. Encourage student patrons to explore Apple TV system and to share any offerings that they find interesting with the attendants. (Sanchez—Fall 2010, Spring 2011)
- 2.2 Assess success of all implemented changes, through employee and customer surveys.**
 - A. Design and administer customer assessment instruments to measure level of satisfaction with offerings and service provided and identify areas of success and needed improvement. (Sanchez—Fall 2010, Spring 2011)
 - B. Design and administer employee assessment instruments to measure level of accomplishment in implementing changes and identify areas of success and needed improvement. (Sanchez—Fall 2010, Spring 2011)
 - C. Adjust operation and service based on feedback, as appropriate. (Sanchez—Fall 2010, Spring 2011)





UNIQUE PROGRAMS

UNIT MISSION

Provide positive educational and entertainment opportunities for the Sacramento State student body, faculty, staff, and guests of the University.

FOUNDATIONS

1. Recruit student volunteers to participate in UNIQUE Programs.
2. Increase the visibility of UNIQUE to encourage student involvement.
3. Provide a student leadership experience for committee members.
4. Assess the activity preferences of the student body and the campus.
5. Offer programs promoting cultural diversity, variety, and the involvement in campus life, promoting a sense of pride and loyalty to the University.
6. Assess and allocate financial resources to determine the most efficient/effective overall program.
7. Educate the campus about various services and programs through positive public relations exposure.
8. Maintain a ticket admission policy for events that encourages optimum participation, while not ignoring financial responsibility.
9. Train students in contract negotiation, production and marketing for events.
10. Maintain a marketing program that informs the campus community about events to maximize attendance and participation.
11. Collaborate with ASI to continue to offer and produce a successful “Cultural Affairs Series.”
12. Provide support and involvement in campus programs throughout the year.

UNIT GOALS

1. Lead and involve students in the planning, organizing, and production of a wide variety of activity programs through participation in UNIQUE Programs.
2. Maximize attendance through purposeful selection and marketing of events, along with branding of UNIQUE Programs.
3. Strive to increase the financial efficiency of UNIQUE’s overall program to obtain the best quality of programming for the resources available.
4. Strategically organize and Coordinate UNIQUE Programs in a manner that best enhances and demonstrates the collaborative efforts of the corporation.

1.0

Involve students in the planning, organizing, and production of a wide variety of activity programs through participation in UNIQUE Programs.

- 1.1
- Involve students in research of national speakers and performers.
- A.

Encourage volunteers to do more initial research, such as average ticket sales, contact information, other comparable venue appearances.
(LaPorte—Summer/Fall/Winter 2010, Spring 2011)
- B.

Have volunteers share their research at the weekly meetings to discuss the challenge of identifying “big name” programs that they want that will perform in facilities of our size, at a practical cost. (LaPorte—Summer/Fall/Winter 2010, Spring 2011)
- 1.2
- Create opportunities for more volunteer leadership.
- A.

Identify student-driven events that can be delegated, planned and Coordinated with as little involvement from the Program Advisor as is feasible.
(LaPorte—Summer/Fall/Winter 2010, Spring 2011)
- B.

Through skills interest and performance assessment, identify student volunteers who are interested and capable of being in a leadership position. Develop more leadership positions in response.
(LaPorte—Summer/Fall/Winter 2010, Spring 2011)

2.0

Maximize attendance through purposeful selection and marketing of events, along with branding of UNIQUE Programs.

- 2.1
- Utilize the experiences of the past year in making informed decisions and plans for the next.
- A.

Review the many major attendance and program successes of the past year to identify the reasons they worked and possibly build on them.
(LaPorte—Spring/Summer/Fall/Winter 2010, Spring 2011)
- B.

Review the few disappointments of the past year to identify the reasons they did not work and re-adjust program selection and marketing for the coming year.
(LaPorte—Spring/Summer/Fall/Winter 2010, Spring 2011)
- 2.2
- Play to the strengths of current successes with target and customer-driven marketing.
- A.

Continue to utilize the new “UNIQUE Newsletter” and Mail Chimp approaches to keeping substantial numbers of interested parties informed about upcoming events. (LaPorte—Spring/Summer/Fall 2010, Spring 2011)
- B.

Continue the effective “street team” approach and Residence Halls relationships currently used to motivate interest and attendance.
(LaPorte—Spring/Summer/Fall 2010, Spring 2011)

- 2.3
- Assess student interests and marketing effectiveness.
- A.

Revise and redeploy an assessment survey specifically for students—what would encourage them to stay on campus, are they aware of events happening in the Union? (LaPorte—Summer/Fall/Winter 2010, Spring 2011)
- B.

Identify the best ways to communicate event information with students, such as signage on campus, social networking, or e-mail.
(LaPorte—Summer/Fall/Winter 2010, Spring 2011)
- C.

Implement changes as a result of the assessment.
(LaPorte—Summer/Fall/Winter 2010, Spring 2011)
- 2.4
- Continue to build UNIQUE as a “brand” that the campus community will look towards for their event needs.
- A.

Continue updating volunteer t-shirts, sweatshirts, and information table materials each school year, “advertising” past events we have hosted.
(LaPorte—Summer/Fall/Winter 2010, Spring 2011)
- B.

Continuously update and offer new ideas for the website to keep it current and fresh. (LaPorte—Summer/Fall/Winter 2010, Spring 2011)

3.0

Strive to increase the financial efficiency of UNIQUE’s overall program to obtain the best quality of programming for the resources available.

- 3.1
- Coordinate “block bookings” of entertainment and lectures.
- A.

Contact other campuses to establish close relationships with talent buyers.
(LaPorte—Summer/Fall/Winter 10, Spring 2011)
- B.

Book events in conjunction other campuses, as appropriate.
LaPorte—Summer/Fall/Winter 2010, Spring 2011)
- C.

Explore the possibility of collaborating with venues in other areas, for possible block booking opportunities. (LaPorte—Summer/Fall/Winter 2010, Spring 2011)
- 3.2
- Contact other colleges to discuss programming successes.
- A.

Contact other campuses to explore differences and similarities.
(LaPorte—Summer/Fall/Winter 2010, Spring 2011)
- B.

Explore their co-sponsor experiences with organizations within their communities. (LaPorte—Summer/Fall/Winter 2010, Spring 2011)
- C.

Discuss “non-headliner” and creative events they have hosted and their effectiveness. (LaPorte—Summer/Fall/Winter 2010, Spring 2011)

4.0

Strategically organize and Coordinate UNIQUE Programs in a manner that best enhances and demonstrates the collaborative efforts of the corporation.

4.1 Establish new collaborations and renew past successful relationships.

- A. Work with Music, Theater, Dance, and other departments to co-sponsor lobby performances by student performers. (LaPorte—Spring/Summer/Fall 2010, Spring 2011)
- B. Work with The WELL on the Grand Opening entertainment and on some of the “7 Dimensions of Wellness” events. (LaPorte—Spring/Summer/Fall 2010, Spring 2011)
- C. Explore additional collaborations with our (recently) renewed programming relationship with Multi-Cultural Center. (LaPorte—Spring/Summer/Fall 2010, Spring 2011)

4.2 Maintain and expand on current collaborative efforts.

- A. Continue to build on relationship with PRIDE and Women’s Resource Centers in their current configurations as programs supervised by the Student Organizations and Leadership Office and housed in the University Union. (LaPorte—Spring/Summer/Fall 2010, Spring 2011)
- B. Work more closely with the Freshman Seminar and Peer Mentors programs on campus, which have assisted with attracting both audience size and new volunteer involvement. (LaPorte—Spring/Summer/Fall 2010, Spring 2011)
- C. Consider re-partnering with recently successful student clubs co-sponsorships, such as the “Salsa Loca” concert and dance lessons event from last Fall, which drew a large crowd and was effective by utilizing each sponsor’s strengths and expertise. (LaPorte—Spring/Summer/Fall 2010, Spring 2011)

provide
positive
educational
& entertainment
opportunities



THEWELL

IN THIS SECTION

Mission Statement

Administration

Campus Recreation

Intramural Sports

Informal Recreation

Sports Clubs

Fitness

Personal Fitness

Assessment Rec Sports

Facility Operations

MISSION **STATEMENT**

Lifetime Wellness through Collaboration, Education, Innovation.



WELL ADMINISTRATION

FOUNDATIONS

1. Develop and advise The WELL Advisory Group in all policy matters of The WELL.
2. Operate The WELL in a fiscally responsible manner, according to the UUOCI and University System State and Federal guidelines and regulations.
3. Develop, implement, and enforce financial policies and procedures, and audit all areas to measure compliance.
4. Provide exceptional customer service, exceeding expectations daily.
5. Provide daily reports on programs, and use of the facility.
6. Conduct comprehensive student assistant training in the following core areas: customer service, building operations, safety and risk management, crisis management, diversity, programming, and communication.
7. Ensure that vendors provide safe and quality services.
8. Assess practices and services with the focus on customer satisfaction and effectiveness.
9. Operate The WELL to ensure safety, cleanliness, and functionality.
10. Provide quality meeting, event, and informal space use for members of The WELL and the campus community.
11. Embrace and incorporate a commitment to diverse programming.
12. Work collaboratively with Collaborative Services and Maintenance to present the best WELL building in our state.
13. Inform and educate the entire campus community about our programs and services.
14. Seek and encourage collaboration with faculty, staff, students, and alumni to enhance program development.

UNIT GOALS

1. Ensure a safe and successful transition into The WELL building.
2. Exercise financial controls and sound management techniques by using acceptable business practices, maximizing generated revenue production, while prudently monitoring all expenditures of The WELL.
3. Develop meaningful collaborative partnerships with the Sacramento State campus community.
4. Train, develop, and encourage a highly committed and conscientious staff to provide exceptional and professional customer service, which is sensitive and responsive to the needs of our multicultural community.
5. Ensure the safety and development of WELL members and guests through acquiring accurate information on use patterns, customer satisfaction and implement managed inspections

1.0

Ensure a safe and successful transition into The WELL building.

- 1.1 Work with partners and construction teams to schedule the move into The WELL.
- A. Work with TMCS and McCarthy to secure date of occupancy for The WELL. (Gavric, Morton—Spring 2010)

B. Create a move in schedule in partnership with Health Services and Peak Adventures. (Gavric, Newman, Morton—Spring 2010)
Budget approved by committees and submitted to B&F Committee. (Davis—Spring 11)

C. Create a safety checklist for moving, to be shared with all partners. (Gavric, Newman—Spring 2010)

D. Create a list of contacts for questions regarding moving and transition into The WELL. (Gavric, Morton Spring 2010).
- 1.2 Plan a grand opening that meets its mission to “Dedicate, Educate, Celebrate and Participate.”
- A. Effectively market the grand opening, highlighting all of the different daily activities and programs. (Committee, Sorenson—Summer 2010)

B. Schedule the dedication with the appropriate guests and speakers. (Committee—Spring 2010)

C. Ensure all handouts, tours, demos, and literature make a positive impact on guests. (Committee—Spring 2010)

D. Schedule the day for all guests to be able to visualize the use of the facility which encourages them to become a member. (Committee—2010)

E. Provide a check system throughout the day to make sure people are being safely taken through the building. (Committee—2010)

2.0

Exercise financial controls and sound management techniques by using acceptable business practices and maximizing generated revenue production, while prudently monitoring all expenditures of The WELL.

- 2.1 Create procedures to track expenses and income for The WELL through CSI.
- A. Work with CSI System in creating a record keeping system for The WELL member services and all associated programs. (Gavric, Farrell, Member Services Manager—Summer 2010)

B. Become proficient in CSI and MIP for all accounting functions through continual use and training. (Gavric, Farrell, Member Services Manager—Fall 2010)

C. Create budget 2011-2012, summit to Executive Director and Advisory Group for review. (Gavric, Morton—Winter 2011)
- 2.2 Review and revise existing policies for collection of revenues and expenditures to reflect best practices for The WELL.
- A. Work with ASI and UUOCI staff to fully understand expense tracking, purchase orders, cash deposits, and all other related transactions. (Gavric, Farrell—Fall 2010)

B. Revise existing policies regarding acceptance and tracking of membership fees, as well as any other fees collected for The WELL. (Gavric, Farrell—Summer 2010)

C. Create overall financial manual to include policies on cash handling, petty cash, PO's and invoicing for The WELL. (Gavric, Farrell—Fall 2010)

3.0

Develop meaningful collaborative partnerships with the campus community.

- 3.1 Reach out to students, faculty, and staff to educate and inform them on the programs and recreational opportunities in The WELL.
- A. Management staff to meet regularly with key faculty, staff, and Boards to ensure that they are updated. (Gavric, Morton—ongoing)

B. Give departmental and class presentations on the programs available in The WELL. (Gavric, Morton—ongoing)

C. Invite Advisory Group members to share the progress of The WELL with their colleagues. (Gavric—ongoing)

D. Extend invitations to appropriate students, faculty, and staff to events in The WELL. (Gavric, Morton—ongoing)

3.2 Work with Health Services and Peak to create introductory workshops.

- A. Invite Peak and Health Services to start discussion on introductory workshops. (Gavric, Morton, Young, Grady—Fall 2010)
- B. Design introductory workshops to reflect services in all areas of The WELL Recreation, Peak and Health Services for potential membership recruitment. (Gavric, Morton, Young, Grady—Fall 2010)
- C. Schedule workshops and invite faculty, staff and students to workshops to learn about the benefits of becoming a WELL member. (Gavric, Morton, Young, Grady—Spring 2011)
- D. Track success of workshops and review outcomes in membership enrollment and asses the need of future workshops. (Gavric, Morton, Young, Grady—Spring 2011)

4.0 Train, develop and encourage a highly committed and conscientious WELL Staff, in order to provide exceptional, professional, customer oriented service, which is sensitive and responsive to the needs of our multicultural community.

4.1 Study and modify current best practices in customer service, to incorporate values and beliefs of UUOCI.

- A. Work with assigned professional and student staff to review current training programs, customer service policies and manuals. (Gavric, Morton, Management staff—Fall 2010)
- B. Encourage staff to attend all related trainings with UEI, the UUOCI, and Sacramento State. (Gavric, Morton—ongoing)
- C. Track all employee certifications and training in customer service, diversity, disabilities and any other related training. (Gavric, Morton—ongoing)

4.2 Develop local management and staff retreat opportunities for WELL staff, in order to learn and understand the overall goals of the Corporation.

- A. Create once a month recreational opportunities for staff to attend learn about the UUOCI Corporation through recreational programming. (The WELL management—ongoing)
- B. Create semiannual sessions with other UUOCI staff in order to exchange job information. (Gavric, Morton—ongoing)
- C. Make sure all management staff has read the strategic plan, manuals, polices, and annual report for UUOCI. (Gavric, Morton—Fall 2010)

4.3 Develop a staff training program (during a management staff retreat day) with emphasis on exceptional and professional customer service and incorporate the beliefs and values of UUOCI.

- A. Create goals and objectives for a customer service training program, from review of current manuals and policies, believes and values during staff retreat. (Gavric, Morton, new staff—Summer 2010)
- B. Create a timeline for the implementation of the customer service training program. (The WELL management staff—Fall 2010)
- C. Test training program on Coordinators and supervisors hired in 2009/2010. (Gavric, Morton—Summer/Fall 2010)

5.0 Ensure the safety and development of Well members and guests through acquiring accurate information on use patterns, customer satisfaction and implement managed inspections.

5.1 Gather data on building use, programs, events and building requests for The WELL.

- A. Set-up meetings to begin discussions on data collection through bio-metrics, program enrollment and managed inspections. (Gavric, Morton—Summer 2010)
- B. Create action plan for gathering data and implementing into a database/spreadsheet. (Gavric, Morton—Fall 2010)
- C. Work with all building partners and vendors on data collection. (Morton, Gavric—Fall 2010)
- D. Collect data September 3- January 1, 2011 and create report future program and building development. (Gavric, Morton—Spring 2011)
- E. Review data to establish member impact on programs and equipment, staff training needs, customer satisfaction, hours of operation satisfaction, and general building demands.

5.2 Gather data through by utilizing managed daily inspections.

- A. Create a daily inspection sheet on clean, space use, member counts, and other that staff can fill out easily and quickly. (Gavric, Morton—Summer 2010)
- B. Hire and train Building Supervisor to regularly fill out daily inspection sheets and record data. (Gavric, Morton—2010)
- C. Gather data monthly and review will Building Supervisor. (Gavric—Fall 2010)
- D. Assemble a six month report on all data findings in order to understand current use patterns so that staff can address safety concerns, and address any staff scheduling inconstancies. (Gavric—2011)



CAMPUS RECREATION

UNIT MISSION

Sacramento State Recreational Sports is committed to enhancing the classroom education by providing a fun and healthy environment in which students may develop the leadership, social, and interpersonal skills they will need throughout their years at the University and beyond. Recreational Sports strives to serve the diverse recreational needs and interests of the campus community, while efficiently utilizing the financial resources provided by the students of Sacramento State.





INTRAMURAL SPORTS

UNIT GOALS

- 1. Successfully open Intramural Sports in The WELL.
- 2. Provide quality programs and outreach to a diverse group of students, faculty, and staff to improve their quality of life.
- 3. Increase student participation by 20%.
- 4. Promote good communication with participants by utilizing several different methods of outreach in order to reach as many groups as possible.
- 5. Develop best practices to ensure overall safety for both participants and staff.
- 6. Promote professional development opportunities for staff and student employees.

1.0

Successfully open Intramural Sports in The WELL.

1.1 Have Intramural Sports fully prepared to accommodate as many students who want to participate in the program as possible from the first day of operation for The WELL.

- A. Hire at least 70% of the Intramural Sports employees by September 1, 2010. (Morton, Basso—Summer 2010)
- B. Policies and procedures for Intramural Sports to be updated by September 1, 2010. (Morton, Basso—Fall 2010)
- C. Purchase and place into inventory all necessary equipment for Intramural Sports. (Morton, Basso—Summer 2010)
- D. Finalize the Intramural Sports offerings by August 1, 2010. (Morton, Basso—July 2010)

1.2 Have software implemented to appropriately compliment the administration of Intramural Sports in The WELL.

- A. Assess CSI to ascertain if it will meet the program's needs. (Morton, Basso—Summer 2010)
- B. Utilize chosen software to administer all Intramural Sports leagues. (Morton, Basso—Summer 2010)
- C. Utilize chosen software to provide online registrations for all Intramural Sports leagues. (Morton, Basso—2010)

2.0

Provide quality programs and diversity outreach for students, faculty, and staff to improve their quality of life.

2.1 Train and evaluate officials for all intramural sports.

- A. Each official to complete the required certification training processes for each sport. (Basso—ongoing)
- B. Staff will administer pre- and post-season evaluations in addition to ongoing evaluations of the officials to assess their learning and achievements throughout the year. (Basso—ongoing)
- C. Generate a proposal for hosting future Regional Officials Training aimed at benefitting surrounding collegiate recreation programs. (Basso—ongoing)
- D. Continue the “White Whistle” program for each sport. (Basso—ongoing)

2.2 Collaborate with campus entities to achieve a more timely and efficient scheduling of the existing facilities, in order to maximize the use of allocated space.

- A. Improve communication between Recreational Sports and Space Management through timely submission of space requests. (Asst. Director of Informal Recreation & Facilities, Basso—ongoing)
- B. Work with the Assistant Director of Informal Recreation & Facilities to reserve programming space within The WELL. (AD of IR&F, Basso—monthly)

2.3 Strive to provide extra incentives and league motivators to increase level of student engagement and enjoyment.

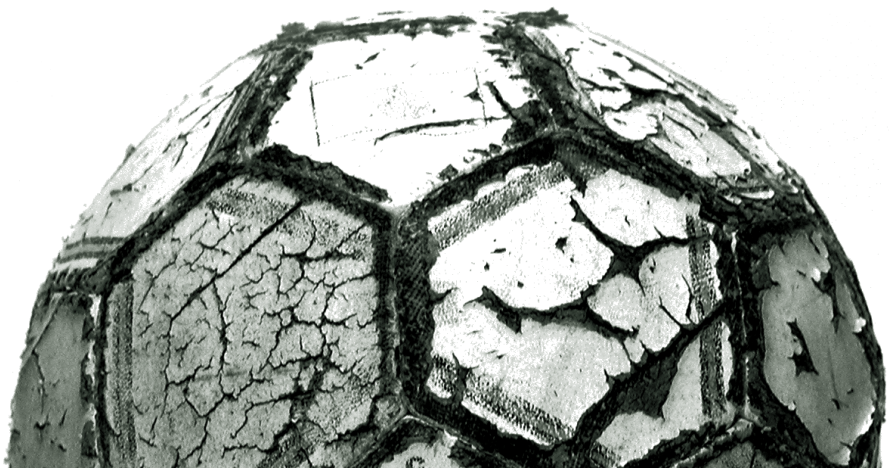
- A. Track participant statistics in each sport. (Basso, Student Supervisors—ongoing)
- B. Select “All-Stars” in each sport. (Basso, Student Supervisors—ongoing)
- C. Continue to “Power Rank” each sport to create more excitement. (Basso, Student Supervisors—ongoing)
- D. Promote extramural opportunities within NIRSA. (Basso—ongoing)

2.4 Survey participants regarding the quality of the programs.

- A. Conduct focus groups with randomly selected participants. (Basso—ongoing)
- B. Use a variety of methods to conduct quick and informative surveys from participants. (Basso, Student Supervisors—ongoing)
- C. Use collected data to improve existing programs and implement new ones. (Basso, Student Supervisors—ongoing)

2.5 Work with key clubs and organizations on campus in reaching out to students, faculty and staff from a variety of cultural, economic and/or other backgrounds.

- A. Work with key organizations and departments on campus by attending meetings, classes and scheduling information sessions to gather and disburse information. (Basso—ongoing)
- B. Create internal networking lists and e-mail lists for invitation on registration dates. (Basso—ongoing)
- C. Work with design team in creating flyers and postcards that target diverse user groups. (Basso—ongoing)



3.0 Increase student participation by 20% in order to actively engage more students in recreation.

3.1 Explore all possible opportunities to reach students of Sacramento State.

- A. Continue the current Campus Recreation campaigns with banners, flyers, calendar and site updates. (Basso, Design team—ongoing)
- B. Speak to classes about Campus Recreation opportunities. (Basso, Student Supervisors—ongoing)
- C. Campus Recreation will participate in freshmen and transfer student orientations. (Basso, Student Supervisors—ongoing)
- D. Target specific student populations by attending a variety of non sport club meetings. (Basso, Student Supervisors—ongoing)
- E. Utilize Mail Chimp to contact participant lists and keep them informed of upcoming events. (Basso, Student Supervisors—ongoing)

3.2 Maintain entry fees at the current level to promote student participation.

- A. Offer a limited amount of activities for free. (Basso—ongoing)
- B. Gain sponsors for specific events to cover all relevant fees incurred with the event. (Basso—ongoing)
- C. Keep costs under \$10 per person per event when possible; i.e. league, tournament, etc. (Basso—ongoing)

3.3 Collaborate with other campus departments and groups to help reach new students and increase participation.

- A. Work with Student Health Services to reach students by involving them in the Natural High Fair, the Fun Run, Dodge ball, etc. (Basso—ongoing)
- B. Work with Residential Life to encourage Hall participation in at least three activities: examples may include basketball, flag football, dodge ball, etc. (Basso—ongoing)
- C. Work with Student Organizations & Leadership Office through leadership tracking to encourage student club and organization participation in at least three activities: examples may include basketball, flag football, dodge ball, etc. (Basso—ongoing)

4.0 Promote good communication with participants by utilizing several different methods of outreach for staff.

4.1 Collect accurate contact information for captains and participants.

- A. Make sure online registration is completed in full and submitted on time. (Basso—ongoing)
- B. Ensure that all rosters are filled out in their entirety and that a contact list is created. (Basso—ongoing)

- 4.2 Provide quality captains meetings so that each team has at least one person who comprehends the league structure and rules.**
- A. Provide the rules to each team. (Basso, Student Supervisors—ongoing)
 - B. Answer all questions that may arise throughout the meeting. (Basso—ongoing)
 - C. Provide open office hours to answer any questions from participants. (Basso—ongoing)

- 4.3 Have every sport schedule posted on time.**
- A. Schedules should be out no later than noon on the Friday prior to the first day of the league. (Basso—ongoing)
 - B. Work with The WELL Staff to ensure proper posting of schedules on website for all Intramural Sports teams. (Basso, Student Supervisors—ongoing)

5.0 Develop best practices to ensure overall safety for both participants and staff.

- 5.1 Provide adequate supervision and control of the Intramural programs.**
- A. All Head Refs and above to be certified in CPR and First aid. (Basso—ongoing)
 - B. All officials and supervisors to complete proper certification training every season. (Basso—ongoing)
 - C. All staff to have training of the emergency action plan. (Basso—ongoing)

6.0 Promote professional development opportunities for staff and student employees.

- 6.1 Provide opportunities for staff and students to expand their knowledge and experience in the recreation profession based on funding availability.**
- A. Present a new and informative session at the NIRSA National Conference in 2011. (AD, Basso—ongoing)
 - B. Research hosting a NIRSA Regional Tournament in 2011-2012. (AD, Basso—ongoing)
 - C. Investigate hosting the NIRSA Region VI conference or other workshops or symposiums. (AD, Basso—ongoing)





INFORMAL RECREATION

UNIT GOALS

- 1. Successfully open Informal Recreation in The WELL.
- 2. To keep equipment in good working order for the safety of all participants utilizing the equipment.
- 3. Establish Informal Recreation climbing hours.
- 4. Strengthen ties with other departments (i.e. Kinesiology, RPTA, etc.) in order to lay the groundwork for potential internships and student employment.
- 5. Implement summer Learn to swim program.
- 6. Identify and maintain adequate space for informal recreation.

1.0

Successfully open Informal Recreation in The WELL.

- 1.1 Informal Recreation areas are 100% operational and functional by September 1, 2010.**
 - A. Set-up all Informal Recreation areas with the proper equipment. (Morton, Asst. Director—Summer 2010)
 - B. Policies and procedures for Informal Recreation to be updated by September 1, 2010. (Morton, Asst. Director—Summer 2010)
 - C. Purchase and place into CSI inventory all necessary equipment. (Morton, Asst. Director—Summer 2010)
 - D. Identify and reserve areas within The WELL specifically for informal recreation opportunities. (Morton, Asst. Director—Summer 2010)

2.0

To keep equipment in good working order for the safety of all participants utilizing the equipment.

- 2.1 Keep equipment in good working order by creating a safety check list to be administered regularly.**
 - A. Review industry standard requirements for safety inspections of equipment. (Asst. Director—Summer 2010)
 - B. Create check list to match current equipment and all required safety standards. (Asst. Director—Summer 2010)
 - C. Staff to be trained on equipment check list. (Asst. Director—Fall 2010)
 - D. Implementation of check list for equipment safety to occur with all informal recreation equipment. (Asst. Director—Fall 2010)

3.0

Establish Informal Recreation climbing hours.

- 3.1 Research the operating hours for open climbing at other universities and WELL use patterns in order to establish the best open climbing times.**
 - A. Work with Peak Adventures and WELL Staff to run the climbing wall. (Morton, Asst. Director—ongoing)
 - B. Analyze The WELL's use patterns to modify the climbing wall's hours of operations as necessary. (Morton, Asst. Director—ongoing)

4.0

Strengthen ties with other departments (i.e. Kinesiology, RPTA, etc.) in order to lay the groundwork for potential internships and student employment.

- 4.1
- Actively recruit students from other departments for employment in Informal Recreation areas relating to their major.
- A.

Make presentations in related classes about job opportunities.
(Morton, Asst. Director—Fall 2010)
- B.

Inform Kinesiology instructors of the opportunities for student employment.
(Morton, Asst. Director—ongoing)
- 4.2
- Collaborate with other appropriate campus departments' staff to develop internship opportunities within the current Campus Recreation program and future opportunities within The WELL.
- A.

Meet with Department Chairs to initially discuss possibilities of internships in The WELL. (Morton, Asst. Director—Summer 2010)
- B.

Attend a Departmental meetings to discuss potential opportunities.
(Morton, Asst. Director—Fall 2010)
- C.

Arrange at least one formal internship for Spring 2011.
(Morton, Asst. Director—ongoing)

5.0

Develop and implement successful swim lesson program for Summer 2010.

- 5.1
- Thoroughly plan a learn to swim program.
- A.

Establish session dates, enrollment sizes, cost analysis and registration procedures.
(Asst. Director Informal Rec, Aquatic Supervisor—Summer 2010)
- B.

Hire qualified staff that have proper lifeguard and water safety instructor certifications. (Asst. Director Informal Rec, Aquatic Supervisor—Summer 2010)
- C.

Promote the swim program through printed material, electronic signage, website and flyer distribution in the Sacramento community.
(Asst. Director Informal Rec, Aquatic Supervisor, Collaborative Services—Summer 2010)
- 5.2
- Conduct a quality learn to swim program.
- A.

Lead and manage swim lessons for patrons.
(Asst. Director Informal Rec, Aquatic Supervisor—Summer 2010)
- B.

Conduct surveys at the conclusion of each session to gain feedback from participants.
(Asst. Director Informal Rec, Aquatic Supervisor—Summer 2010)
- C.

Use collected feedback to improve the learn to swim program.
(Asst. Director Informal Rec, Aquatic Supervisor—Summer 2010)

6.0

Identify and maintain adequate space for informal recreation.

- 6.1
- Reserve space specifically for informal recreation.
- A.

Plan for estimated use of informal recreation areas.
(Asst. Director Informal Recreation—Summer 2010)
- B.

Reserve the appropriate amount of space on the master calendar.
(Asst. Director Informal Recreation—Summer 2010)
- C.

Market informal recreation times to WELL members.
(Asst. Director Informal Recreation—Fall 2010)
- 6.2
- Revise as needed based on use patterns.
- A.

Collect data regarding amount of use during informal recreation time blocks.
(Asst. Director Informal Recreation—ongoing)
- B.

Make changes to existing informal recreation hours.
(Asst. Director Informal Recreation—ongoing)
- C.

Market changes to WELL members. (Asst. Director Informal Recreation—ongoing)





SPORTS CLUBS

UNIT GOALS

- 1. Create a Sport Club Council of student officers, to advise and direct personnel, policies, and procedures.
- 2. Develop student leaders in order to maintain quality clubs.
- 3. Continue to build and manage a successful Sport Club program.
- 4. Continue professional development.



1.0 Successfully open Sports Clubs in The WELL

- 1.1 Create a Sport Club Council of student officers to advise and direct personnel, policies, and procedures.**
 - A. Upon registration of the sports club, a council liaison must be designated. (Clakeley—Fall 2010)
 - B. Meetings will be held once a month to review issues and to advise sport club members on future matters. (Clakeley—ongoing)
 - C. Promote the benefits of membership of the Sport Club Council. (Clakeley—Fall 2010)
- 1.2 Gather and review (update where necessary) existing policies governing Sport Clubs.**
 - A. Identify Campus policies that impact Sport Clubs through consultation with Student Organizations & Leadership office, Event Services, Space Management, and other campus entities. (Clakeley—Fall 2010)
 - B. Work with the Chancellors office authorized CSU “Transition Team” to identify CSU system policies that impact Sport Clubs. (Clakeley—ongoing)

2.0 Ensure Sport Club officers receive quality leadership training.

- 2.1 Encourage and motivate Club Officers to attend leadership development opportunities.**
 - A. Collaborate with the Student Organizations and Leadership Department with regard to the semi-annual leadership workshop. (Clakeley—Fall 2010)
 - B. Identify motivating factors for members/officers to attend the semi-annual leadership workshops. (Clakeley—ongoing)
- 2.2 Conduct a survey of perceived individual leadership capabilities and assess Sport Club leadership development programs.**
 - A. Request help from the Office of Institutional Research to develop a survey that can be utilized annually. (Clakeley—Fall 2010)
 - B. Implement the survey semi-annually with at least 75% of Sport Club officers. (Clakeley—ongoing)

- 2.3

Identify all existing leadership development opportunities and develop a seminar series targeting missing key components.
- A.

Collaborate with departments on campus to provide various seminars based on their areas of expertise i.e. Student Organizations & Leadership, Kinesiology, Alumni Association, etc. (Clakeley—Fall 2010)
- B.

Work with members of the Sacramento community to collaborate on various seminars that would appeal to Sport Club leadership development. (Clakeley—ongoing)
- 2.4

Achieve 70% CPR/First Aid certification for all Sport & Recreation Club Officers.
- A.

Work with staff who possess CPR/1st Aid teacher certifications to train the Sport Club officers in CPR and First Aid. (Clakeley—Fall 2010)
- B.

Offer a series of CPR/1st Aid trainings as to encompass as many officers as possible. (Clakeley—ongoing)
- 2.5

Achieve 80% attendance at the semi-annual officers’ trainings.
- A.

Collaborate with the Student Organizations and Leadership Office to offer the semi-annual trainings as a part of the semi-annual leadership workshops. (Clakeley—Fall 2010)
- B.

Advertise the semi-annual officers’ trainings effectively to secure as many participants as possible. (Clakeley—ongoing)

3.0

Continue to build and manage a successful Sport Club program.

- 3.1

Identify Sport & Recreation Club time blocks for club practice, meetings and competitions for all 30 clubs.
- A.

Work with the AD of Informal Recreation to reserve space for Sport and Recreation Clubs in The WELL. (Clakeley—ongoing)
- B.

Work with Space Management to reserve space for Sport and Recreation Clubs outside of The WELL. (Clakeley—ongoing)
- 3.2

Identify opportunities for Sport & Rec Club equipment storage.
- A.

Work with the AD of IMs/SC to successfully identify opportunities for clubs to secure storage on campus. (Clakeley, Club Presidents—ongoing)
- B.

Work with Club Presidents to identify the need of clubs regarding storage issues. (Clakeley—ongoing)

- 3.3

Assist clubs in strengthening structure and administration of individual club organizations.
- A.

Meet with each club President monthly. (Clakeley—ongoing)
- B.

Attend one general meeting of each club per semester. (Clakeley—ongoing)
- C.

Require clubs to have separate business meetings from activity meetings. (Clakeley—ongoing)
- D.

Work with club officers to identify annual and three-year goals. (Clakeley—ongoing)
- 3.4

Develop a template for an athletic trainer program.
- A.

Collaborate with Student Health Services and the AD of Fitness to explore potential avenues for securing one to two athletic trainers for the Sport Club program. (Clakeley, Club Presidents—ongoing)
- B.

Identify clubs that need athletic trainers through using National Governing Body, as well as, NIRSA standards of care. (Clakeley—ongoing)
- 3.5

Develop Sport Club Handbook.
- A.

Identify topic areas and policies to be included. (Clakeley—Fall 2010)
- B.

Gather and review (update where appropriate) the existing policies governing Sport Clubs. (Clakeley—ongoing)
- C.

Work with Collaborative Services on the design of the handbook. (Clakeley—Fall 2010)

4.0

Continue professional development based on funding and approval.

- 4.1

Become involved with the California Sport Club Coalition.
- A.

Attend CA Sport Club Coalition meeting in 2010 and 2011, based on funding availability. (Clakeley—Summer 2010/2011)
- B.

Identify ways to help lead the CA Sport Club Coalition. (Clakeley—ongoing)
- C.

Prepare a presentation proposal for the 2011 NIRSA Sport Club Symposium. (Clakeley—2011)



FITNESS

UNIT GOALS

- 1. Establish The WELL as a leader for campus wellness programming and educational opportunities.
- 2. Promote healthy behavior change for all students, faculty and staff on the Sac State campus.
- 3. Partner with Kinesiology to offer fitness certifications and academic classes that will increase student involvement and promote The WELL to the community.

1.0

Establish The WELL as a leader for campus wellness programming and educational opportunities.

1.1

- A. Continue to collaborate with campus entities to educate and promote our campus wellness initiative through Residence Hall incentives, Student Health Center programming and Academic partnering. (Costello—ongoing)
- B. Work with established 7 Dimensions of Wellness programming groups to continue to create programs, bring awareness and promote involvement. (Costello—ongoing)
- C. Work towards having a Presidential appointed Wellness Committee on campus. (Costello, Morton—Spring 2011)
- D. Present at NIRSA, describing campus wellness initiative and programming groups. (Costello—Spring 2011)

2.0

Promote healthy behavior change for all students, faculty and staff on the Sac State campus.

2.1

- A. Develop and promote campus wide wellness incentive program. (Costello, Student Health Center—Spring 2011)
- B. Develop Wellness theme for Residence Halls. (Costello, Residence Halls, Student Health Center—Fall 2010)
- C. Assist in Horizontal Assessment of Campus Wellness. (Costello, Student Health Center—ongoing)

2.0

Partner with Kinesiology to offer fitness certifications and academic classes that will increase student involvement and promote The WELL to the campus community.

3.1

- A. Develop proposed class structure and availabilities based on daily use patterns and current group fitness schedule and work with Department Chair of Kinesiology to develop the class curriculum. (Costello—Fall 2010)
- B. Contact national organizations to research current certification offerings. (Costello—Spring 2011)
- C. Contact other Campus Recreation programs to see which organizations are currently partnering with Universities. (Costello—Spring 2011)
- D. Promote the certification courses on campus as well as in the community. (Costello, Collaborative Services—Spring 2011)





GROUP FITNESS

UNIT GOALS

- 1. Significantly expand the group fitness program to offer a wide variety of high quality classes that are innovative, modern and meet the needs of the students, faculty and staff.
- 2. Develop best practices for safety measures to ensure overall safety for both participants and staff.



1.0

Significantly expand the group fitness program to offer a wide variety of high quality classes that are innovative, modern and meet the needs of the students, faculty and staff.

1.1 Hire and train a sufficient amount of high quality instructors to ensure adequate classes can be taught in one week.

- A. Recruit instructors from campus departments, students and community fitness programs that can teach multiple formats. (Costello, Group Fitness Coordinator—ongoing)
- B. Conduct thorough interviews, tryouts, and reference checks of all instructors and require proper certification. (Costello, Group Fitness Coordinator—ongoing)
- C. Encourage instructors’ professional development by allowing for time to gain additional certifications. (Costello, Group Fitness Coordinator—ongoing)
- D. Conduct regular class observations of each instructor and staff trainings while providing constructive feedback. (Group Fitness Coordinator—ongoing.)
- E. Create a schedule that coincides with peak hours of exercise time and relates to practical exercise patterns. (Costello, Group Fitness Coordinator—ongoing)

1.2 Successfully market the group fitness classes and use feedback from staff and members to improve offerings.

- A. Work with Collaborative Services to offer creative and innovative ways to market the class schedule and new class offerings utilizing printed material, email, website, banners, electronic signage. (Costello, Group Fitness Coordinator—ongoing)
- B. Increase participation and exposure by holding fitness incentive programs for all group fitness participants. (Costello, Group Fitness Coordinator—ongoing)

1.3 Offer a wide variety of classes for all fitness levels that meet the needs of the students, faculty and staff.

- A. Utilize the NIRSA fitness listproc to gather information on other schools’ successful offerings. (Costello, Group Fitness Coordinator—ongoing)
- B. Attend fitness conferences and workshops to gather information on the latest trends, pending funding. (Costello, Group Fitness Coordinator—ongoing)
- C. Conduct a survey (through a variety of methods) to discover what fitness classes in which students, faculty and staff may have an interest. (Costello, Group Fitness Coordinator—ongoing)

2.0

Develop best practices for safety measures to ensure overall safety for both participants and staff.

2.1 Develop best practices for safety measures to ensure overall safety for both participants and staff.

- A. Staff must be CPR/AED/First Aid certified.
(Costello, Group Fitness Coordinator—ongoing)
- B. Staff must be trained on proper lifting mechanics.
(Costello, Group Fitness Coordinator—ongoing)
- C. Staff must be trained on proper emergency action procedures for the building and program specific areas. (Costello, Group Fitness Coordinator—ongoing)

offer
creative
&
innovative
ways to market

the class schedule
&
new class offerings



PERSONAL
FITNESS

UNIT GOALS

- 1. Provide an adequate amount of state-of-the-art fitness equipment to the members of The WELL that is safe, clean and well maintained.
- 2. Develop and implement a high quality personal training and fitness assessment program that will meet the needs of all members of The WELL.
- 3. Develop best practices for safety measures to ensure overall safety for both participants and staff.

1.0

Provide adequate amount state-of-the-art fitness equipment to the members of The WELL that is safe, clean and well maintained.

- 1.1 Purchase the appropriate amount of fitness equipment that will service the members of The WELL while staying innovative with the most updated equipment.**
 - A. Develop an effective floor plan that will maximize equipment use, accessibility and floor space. (Costello—Fall 2010)
 - B. Continue to purchase state of the art fitness equipment as needed based on trends, use patterns and feedback from staff and members. (Costello—Fall 2010)
 - C. Provide well trained staff that can teach the members how to use the equipment. (Costello, Exercise Physiologist—ongoing)
- 1.2 Establish a comprehensive cleaning and preventative maintenance schedule for all fitness equipment.**
 - A. Conduct regular inspections of equipment. (Costello, Newman, Ybarra—ongoing)
 - B. Perform daily, weekly, monthly and yearly preventative maintenance and cleaning on all equipment. (Costello, Newman, Ybarra—ongoing)
 - C. Establish a maintenance log through BigFoot. (Costello, Newman, Ybarra—ongoing)

2.0

Develop and implement a high quality personal training and fitness assessment program that will meet the needs of all students, faculty and staff.

- 2.1 Hire high quality personal trainers and fitness assessment staff with multiple years experience and the ability to train with diverse populations.**
 - A. Conduct thorough interviews, tryouts, and reference checks of all trainers and require proper certification. (Costello, Exercise Physiologist—ongoing)
 - B. Encourage trainers’ professional development by allowing for time to gain additional certifications. (Costello, Exercise Physiologist—ongoing)
 - C. Conduct regular client observations and staff trainings that increase staff and provide constructive feedback. (Exercise Physiologist—ongoing)
 - D. Provide diverse options for fitness assessment and personal training packages. (Costello, Exercise Physiologist—ongoing)
- 2.2 Utilize the MicroFit software system to provide high quality fitness assessments.**
 - A. Establish an appointment schedule providing multiple options for fitness assessments. (Exercise Physiologist—ongoing)
 - B. Provide health profiles, wellness assessment, and exercise programs to all clientele that utilize the system. (Exercise Physiologist—ongoing)

3.0

Develop best practices for safety measures to ensure overall safety for both participants and staff.

- 3.1**
 - A. Staff must be CPR/AED/First Aid certified. (Costello, Exercise Physiologist—ongoing)
 - B. Staff must be trained on proper lifting mechanics. (Costello, Exercise Physiologist, ongoing)
 - C. Staff must be trained on proper emergency action procedures for the building and program specific areas. (Costello, Exercise Physiologist—ongoing)



ASSESSMENT CAMPUS RECREATION

UNIT GOALS

- 1. Provide quality assessments on a variety of Campus Recreation programs.

1.0

Provide quality assessments on a variety of Campus Recreation programs.

- 1.1 95% of teams participating in all intramural leagues will achieve a sportsmanship rating of 3.25 on a 1-5 scale during regular season play.**
 - A. Campus Recreation will implement a system to rate teams on sportsmanship after each game played. (Morton, Basso, Asst. Director—ongoing)
 - B. Teams not achieving a sportsmanship rating of 3.25 by the end of the regular season will be ineligible for playoffs. (Morton, Basso, Asst. Director—ongoing)
 - C. Interventions will be implemented by contacting the captains of teams who score 3.7 or lower informing them of the need to improve their sportsmanship rating. (Morton, Basso, Asst. Director—ongoing)

- 1.2 95% of student officials will be able to perform their duties at a California Inter-scholastic Federation equivalent level of proficiency by the fourth week of the 2011 intramural basketball season in the following areas:**

- Preparation and Appearance, Mechanics, Game Awareness, Judgment, Communication Skills:
- A. Employees will be hired based on prior experience officiating, or a desire to learn those skills. (Morton, Basso, Asst. Director—ongoing)
 - B. Employees will receive approximately three hours of classroom instruction followed by a written test on knowledge of rules and mechanics. (Morton, Basso, Asst. Director—ongoing)
 - C. Employees will receive three hours of hands-on training in mechanics and positioning on the court (Morton, Basso, Asst. Director—ongoing)
 - D. Employees will participate in three hours of live game practice where they will receive immediate corrective feedback on their skills. (Morton, Basso, Asst. Director—ongoing)
 - E. Employees will be given weekly evaluations based on observations during the course of regularly scheduled games and receive post-game feedback. (Morton, Basso, Asst. Director—ongoing)
 - F. Only officials averaging a 3.0 or higher score will be eligible to work playoff games (Morton, Basso, Asst. Director—ongoing)
 - G. Information gathered during weekly evaluations will be used to improve subsequent officials training sessions. (Morton, Basso, Asst. Director—ongoing)

- 1.3 80% of participants surveyed will rate their satisfaction with the particular Recreational Sports program as a 3 or better on a scale of 1-5.**

- A. Recreational Sports will evaluate various programs throughout the year. (Morton, Costello—ongoing)
- B. Efforts will be made to survey at least 10% of a program's participants in order for the findings to be statistically relevant. (Morton, Costello—ongoing)
- C. Data collected will be used to make improvements in subsequent program offerings. (Morton, Costello—ongoing)



FACILITY OPERATIONS

UNIT GOALS

1. Provide exemplary customer service by hiring trained and professional staff to open and maintain The WELL.
2. Update the emergency procedures outlined in the Emergency Response Manual (Red Book) to suit the operation of The WELL.
3. Compile a complete inventory of tools, equipment, and supplies, purchased for The WELL.
4. Establish a detailed occupancy timeline to help manage the move-in process.
5. Work with University Union staff to develop a training/mentoring program for both The WELL and the University Union staff.
6. Work with UUOCI maintenance staff to create a preventative maintenance schedule for The WELL.
7. Develop and implement an energy resource management plan in keeping with The WELL's LEED certification.

1.0

Provide exemplary customer service by hiring trained and professional staff to open and maintain The WELL.

- 1.1 Hire qualified professionals to assist in opening and maintaining The WELL.
- A. Complete job descriptions and submit to UEI Human Resources. (Newman—Spring 2010)

B. Attend recruitment meetings scheduled for March and April and present information explaining the custodial positions at The WELL. (Newman—ongoing)

C. Interview and select qualified candidates to fill open positions. (Gavric, Newman—Summer 2010)

D. Complete all paperwork as required by UEI Human Resources and effectively manage the hiring process. (Newman, Gavric—Summer 2010)

E. Interview and select experienced janitorial companies to assist with maintaining The WELL by creating an RFP and inviting qualified companies to participate in the process. (Newman, Forseth—Spring 2010)
- 1.2 Create and implement an effective customer service program aimed at delivering quality results while fostering a supportive, team-oriented atmosphere.
- A. Establish customer service standards based on internal beliefs and values, and the specific challenges presented by The WELL. (Newman—Summer 2010)

B. Develop an atmosphere of teamwork by creating a clear picture of what it means to work together and outlining how each person can maximize his or her contribution. (Newman—Summer 2010)

2.0

Update the emergency procedures outlined in the Emergency Response Manual (Red Book) to suit the operation of The WELL.

- 2.1 Review the current procedures outlined in the Emergency Response Manual and make any necessary alterations.
- A. Review the contents of the Emergency Response Manual. (Newman—Summer 2010)

B. Alter or remove any information which does not apply to The WELL. (Newman—Fall 2010)

- 2.2 Collaborate with all occupants of The WELL to determine the best emergency response procedures for each area.
- A. Meet with a representative from Health Services, Peak, Fresh Made and the major division within The WELL to discuss their unique operations from an emergency response perspective. (Newman, Gavric—Fall 2010)

B. Share information between divisions to develop a complete picture of all safety concerns shared by occupants of The WELL. (Newman, Gavric—Fall 2010)
- 2.2 Develop a new Emergency Response Manual and provide training to test its effectiveness.
- A. Use the information gathered from meeting with the appropriate parties to add content to a new Emergency Response Manual. (Newman, Gavric—Fall 2010)

B. Incorporate specific building features into the new manual, including exterior details, such as designated gathering places. (Newman, Gavric—Fall 2010)

C. Provide staff training for each area of the building and test procedures to ensure the safest outcome in an emergency. (Newman, Gavric—Fall 2010)

3.0

Compile a complete inventory of tools, equipment, and supplies purchased for The WELL.

- 3.1 Create an inventory list of all material purchased for The WELL.
- A. Gather information from requisition forms to create a complete list. (Newman—ongoing)

B. Enter all model and serial numbers into Bigfoot by inspecting each item and recording all pertinent identification information. (Newman, student staff—Summer 2010)

C. Create and attach barcodes to all items of a certain size or above a certain monetary value. (Newman, student staff—Summer/Fall 2010)
- 3.2 Develop a plan to process all future orders of tools and material as efficiently as possible.
- A. Review the receiving process currently in place at the Union and incorporate applicable components. (Newman, Forseth—Fall 2010)

B. Collaborate with each division operating within The WELL to establish a clear understanding of how items will be received and processed. (Newman, Staff—Summer 2010)

4.0

Establish a detailed occupancy timeline to help manage the move-in process.

- 4.1
- Based on the construction schedule, determine the ideal time to allow various groups to begin moving material into the building.
- A.

Continue monitoring the construction process by attending scheduled meetings and touring the building. (Newman, Ybarra—ongoing)
- B.

Once construction is finished, monitor the cleaning process to protect newly delivered goods from dust and other hazards. (Newman—Summer 2010)
- C.

Refer to manufacturers recommendations’ regarding finishes, drying times, and load bearing capabilities. (Newman—Summer 2010)
- D.

Ensure all doors and locks operate properly and that the appropriate keys have been cut and issued. (Newman, Dingman—Summer 2010)
- 4.2
- When a move-in schedule has been finalized, be prepared to assist others with the logistical challenges.
- A.

Meet with individuals responsible for fitness equipment, furniture, tools, janitorial supplies, office supplies, and any other material needed for WELL operations, to discuss their needs and expectations. (Newman, Gavric—Summer 2010)
- B.

Schedule student employees to assist where help is needed. (Newman, Ybarra—Summer 2010)
- C.

Be prepared to handle large amounts of trash and recyclables generated during the initial phase of occupancy. (Newman, Forseth—Summer 2010)
- 4.3
- Conclude the move-in period by managing a thorough cleaning of the entire building in preparation of opening ceremonies.
- A.

Work with vendors, students, and staff to complete a pre-opening checklist. (Newman, Gavric—Summer 2010)
- B.

Schedule vendors, students, and staff to meet the janitorial challenges with the goal of delivering a completely clean building well in advance of the scheduled opening. (Newman—Summer 2010)

5.0

Work with University Union staff to develop a training/ mentoring program for both The WELL and the University Union staff.

- 5.1
- Optimize job descriptions and staff structure to reflect the evolving work environment.
- A.

Identify job positions and responsibilities based on needs specific to each building. (Newman—Fall 2010)
- B.

Consult with University Union staff on work projects and scheduling. (Newman, Ybarra—Fall 2010)
- C.

Create a written training program for staff regarding sharing of work projects and mentoring. (Newman—Spring 2011)
- 5.2
- Create a written mentoring program designed to assist student workers in key areas of their development.
- A.

Collaborate with others to determine which areas of development such a program should target. (Newman, Gavric, Ybarra, Forseth—Summer 2010)
- B.

Establish methods to measure progress and communicate performance related information to students. (Gavric, Newman, Ybarra, Forseth—Summer 2010)
- C.

Develop a simple system designed to reward success. (Gavric, Newman, Forseth, Ybarra—Summer 2010)

6.0

Work with UUOCI maintenance staff to create a preventative maintenance schedule for The WELL.

6.1

Gain an in-depth understanding of all WELL mechanical systems and finishes to develop an effective maintenance strategy.

- A. Work with equipment and finish manufacturers to create a comprehensive list of maintenance tasks designed to maximize the useful life of all assets. (Newman—ongoing)
- B. Supply staff with all of the necessary tools to maintain equipment and finishes. (Newman—Fall 2010)
- C. Work with vendors and manufacturers to schedule available training sessions prior to opening the building. (Newman—Spring 2010)

6.2

Work with UUOCI staff to develop a labor schedule based upon available resources

- A. Assess employee skill sets to determine task assignments and create assignment lists accordingly. (Newman, Ybarra—Summer 2010)
- B. Divide the building into zones and create a map reflecting areas of responsibility. (Newman—Summer 2010)
- C. Ensure quality by developing a checklist for custodial workers, mechanics, and vendors to follow. (Newman, Ybarra, Forseth—Fall 2010)

7.0

Develop and implement an energy resource management plan in keeping with The WELL's LEED certification.

7.1

Review electrical usage projections and consider ways to conserve.

- A. Meet with the campus Energy Conservation Coordinator to discuss energy usage and options for conservation. (Newman, Ybarra, Martin—Summer 2010)
- B. Work with Mike Ybarra to discuss equipment usage options and scheduling. (Newman, Ybarra—ongoing)

7.2

Promote awareness of the Green aspects of The WELL and continue to educate others about the resulting benefits.

- A. Provide tours of The WELL offering information about the buildings LEED certification. (Newman, Ybarra, Gavric—Fall 2010)
- B. Work to develop the highest recycling rate possible for a facility of its type. (Newman—Fall 2010)

measure

progress

&

communicate

performance



THE
UNIVERSITY
UNION

